



## After-Sales Support & Warranty Consideration Process

We're here to help. If you're experiencing issues with your DAB product, follow the steps below to troubleshoot and submit a warranty claim for consideration.

**Tip:** For the fastest and most accurate troubleshooting, be at the pump when contacting support so we can walk you through live checks and adjustments. We understand this may not be possible—especially if the issue occurs after hours or on weekends—so provide as much detail, photos, or videos as you can.

### Step-by-Step Instructions: In the Field

#### STEP 1: REVIEW THE MANUAL

Check the installation and operating manual for your product. Many common issues are covered there.

#### STEP 2: CONTACT DAB SUPPORT

Reach out to DAB's technical support team:

- **Phone:** 843-797-5002 x2
- **Email:** [service.us@dabpumps.com](mailto:service.us@dabpumps.com)

Leaving a voicemail or sending an email automatically creates a **Case Number**. Your Case Number is required for tracking your issue and processing your troubleshooting and warranty requests.

#### STEP 3: TROUBLESHOOT WITH SUPPORT

Our technical support team will guide you through live troubleshooting. If the issue can't be resolved remotely, we'll advise to either:

- **Return** the unit to DAB, or
- **Field scrap** the unit

In either case above, we'll collect the following documentation:

- Proof of purchase
- Product details (make, model, serial number)
- Installation date and conditions
- Photos/videos of the installation and issue
- Completed Warranty Consideration Form (provided by DAB, an example is attached)

#### STEP 4: SUBMIT WARRANTY CONSIDERATION FORM TO YOUR DISTRIBUTOR

Once the form is submitted, your dealer will advise the next step as directed by DAB:

- **Return to DAB** – prepaid freight label provided
- **Field scrap** – with DAB authorization



## Step-by-Step Instructions: Dealers

### STEP 1: COMPLETE THE WARRANTY CONSIDERATION FORM

Fill out the Warranty Consideration Form, ensuring it includes the following (see next page for a sample completed form):

- Case Number
- Product details match the product returned
- Requested resolution (credit or replacement)
- DAB Signature verifying troubleshooting

### STEP 2: RETURN OR FIELD SCRAP

#### Return product to DAB

- Use the prepaid shipping label within 15 days of issuance. After 15 days, the case will be closed and warranty consideration automatically denied.
- Upon receipt, DAB will test the unit and provide results. Based on findings, a credit or replacement will be issued within 72 hours.
- Please note:
  - Items without a Case Number will be rejected.
  - Items shipped after 15 business days will be denied.
  - Receipt of goods does not imply fault on DAB's part.

#### Field scrap product with DAB authorization

- Confirm destruction of the product and await DAB confirmation.
- Credit or replacement will be issued within 72 hours.

### ADDITIONAL NOTES:

**Test results will be provided within 72 hours. If there is a manufacturing defect, our Service Department will send the results. All other test reports will be sent by our Training Department to schedule a training session with the contractor and additional interested parties.**

## Additional Resources:

- **Phone:** 843-797-5002 x2
- **Email:** [service.us@dabpumps.com](mailto:service.us@dabpumps.com)
- **Video tutorials:** [www.youtube.com/@dabpumpsusa](http://www.youtube.com/@dabpumpsusa)
- **Training scheduling:** [www.dabpumps.us/training](http://www.dabpumps.us/training)
- **Warranty statements:** [www.dabpumps.us/warranty-terms](http://www.dabpumps.us/warranty-terms)
- **Website:** [www.dabpumps.us](http://www.dabpumps.us)



## Sample Warranty Consideration Form

DAB Case# CAS123234-8822

DIST REF#

*(For REF#, Please use original Purchase Order Number to DAB)*

**Case #**

**RETURN REQUEST INFORMATION FORM**

Contractor Name	All is Well			
Phone:	555-555-5555			
Email:	water@excite.com			

**You: Enter Your Info**

Customer BP #	Important Distributor / BP 12345678			
Contact:	Joe Smalls			
Address 1:	123 Main Street South			
Address 2:	Bldg 4			
Phone/Fax:	555-554-3584			
Email:				

**Serial and Product**

DAB Product Code	DAB Product Model	Serial Number	Date Code	Fault or Error Code
102668150 - Jet 100-1-PS - 1 HP - 1"115/230V	987654-32	N.6 2420	0	0

Requested Action if Approved Warranty:	<input type="checkbox"/> Credit Memo	<input type="checkbox"/> Replacement
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**You: Enter Credit or Replacement**

DAB Authorized Signature *Murray Peel*

Print Name	Murray Peel
Date:	Thursday, July 31, 2025

**DAB Signature**

**You: Your Info**

Form Completed By:

Date:

**\*\* Please Email to DAB US**  
[warranty.us@dabpumps.com](mailto:warranty.us@dabpumps.com)

### Note:

- Green fields are prepared by DAB and should be filled in when receiving the unit back for verification.
- Grey fields should be filled in by a representative of the distribution company.