



# Haven Spas Service Request Form

Please consult the Owners Manual, The warranty and the Spa Specialist Troubleshooting web location before requesting service. If a service person arrives and the spa is working normally, you will pay for the technician.

Name:  Daytime Phone:

Street Address:  Evening Phone:

City:  State:  Best time to call:

Zip Code:

Haven Model  \*Serial Number

Model Number  Delivery Date:

\*Serial Number and Model Numbers are found on the Orange ETL tag inside the spa by the control box.

Please check all that apply to your spas condition

- Spa Not Heating
- Filtering pump works correctly, water flowing normally
- Filtering pump not running, no water flowing
- Display shows "FLO" or three flashing dots, Temp read out is solid.
- Display is BLANK showing no lights
- Control buttons work normally .
- Heat indicator on top side is showing two up arrows not flashing
- Heat light on control box is lit when the topside indicates heat.( two up arrows)
- Heat light is off, while topside is indicating heat. (two up arrows)
- Fuse test OK. SC-25 is the fuse for the pumps.
- GFCI trips immediately when reset is pressed.
- Blower will not operate when control is pressed, but goes on with filter cycle.
- Blower does not operate under any conditions.
- Jet pumps, blower and circulation pump all work normally.
- Spa Breaker (house breaker) is on and has not tripped.
- Spa Breaker (50 or 60 Amp) has tripped. and will not stay on.

Temp Reading?

Read about Pressure Switch  
<http://www.spaspecialist.com/PressureSwitch.html>

Which VDS light (2006 Models only) is lit up on control box?

- Pump making a strange noise, grinding or squeaking
- Filter pump is running but no water is flowing.
- Pump is leaking between the motor and the pump wet end.
- Pump does not run under any conditions
- Pump makes a humm sound then shuts off

Which Pump?

Have you Checked the fuses or breakers on the spa circuit board and inside the control box?

Yes  NO

- Spa Is Leaking. Fill out below if you click this check box. Keep in mind that tightening unions are normal owner care.

Please describe in detail where the spa is leaking from inside the cabinet.

- Lights not working. Click below on which type of lighting system.

- Full Fiber Optics       Single 12 V       Color Glow Fixtures

- Light Fuse is OK, I checked it inside the control box.

- Stereo System not working       TV Not working

Describe in as much detail the nature of the problem and how you discovered it. What were you doing when the problem started? What have you done to try and correct the problem?

Date/Time Field Please Select

**Do not press "Reset Form" unless you want to start all over again.**

When you are satisfied with the form, press "Print Form" so you can save a copy, then click "Submit by Email"