

GLENTRONICS, INC.

Disconnecting the Unit for Repair & Return

To disconnect the system, first unplug the control unit from the outlet, then disconnect the negative and positive terminals from the battery and remove the fluid sensor (make sure to wipe the sensor off with a paper towel as there will be a slight amount of electrolyte on it). Then unplug the pump wire from the back of the control unit (white connector).

The last thing to do is disconnect the float switch. You have three options here: you can cut the wire that goes into the back of the control unit about 6 to 9 inches from the back (you'll have to splice it together again after you get it back). You can remove the float switch from the discharge pipe in the pit by simply cutting the plastic zip tie(s) and send it along with the control unit. You can remove the float switch from the L bracket. Unscrew the nut on top of the L bracket and slip the float switch down. Leave the bracket attached to the discharge pipe. The preferred method is disconnecting the float and sending it in with the system.

Preparing and shipping your control unit:

- 1) Place your control unit box and any other accessories that need repair in a shipping box (if your system has an AC adapter, it is recommended to include it). Be sure to use additional packing materials such as newspaper, loose fill peanuts or air-filled cushioning to prevent movement of contents.
- 2) Include a brief description of the problem you're having along with your name, address, and phone number so we can contact you if necessary.
- 3) Have it shipped to: Glentronics, Attention Repairs, 645 Heathrow Dr, Lincolnshire, IL 60069.
- 4) Have it shipped to us by a method that gives you some sort of tracking number in case the package is lost during shipment.
- 5) If your system is under warranty we will repair it and send it back without contacting you. If it is not under warranty after the system is repaired a technician will contact you to collect payment for the repairs. Repair costs vary on which system you have. If you would like an estimate please mention that in the letter you send in with the system.
- 6) All systems are shipped back by Fed Ex or UPS. If you would like it shipped back using a different delivery service please mention this in your letter or call our service team to let us know.
- 7) Glentronics normally will be able to repair your system within 1-2 business days after receiving your system.

Thank you for your patience during this time and we appreciate your business.

If you have any questions contact us at 800-991-0466 option 3 or by email service@glentronics.com