

# **Your 2010 Wave Extended Support subscription is due.**

***Brand New POOL WATCH software now available!***

The yearly ESP Extended Support Program expires on December 31, 2009 for Wave Xpress users. Wave III users, support expires on the yearly anniversary of the Pool Watch Software installation.

Please send your Wave Xpress (white case) scanner (s) in as soon as possible for your scanner maintenance and re-calibration service. For best testing results purchase your years supply of test strips when you return your scanner for maintenance and re-calibration. We will calibrate your scanner to those test strips. Scanners received after March may be delayed a minimum of 2 weeks before return.

***\*Scanner Approved Test Strips***

Home Port is constantly striving to offer the best possible water testing system. The approved test strips we supply are tested in house for the best possible color development and consistency. Each strip tests for free & total chlorine/bromine, Hardness, Alkalinity, pH and stabilizer.

For your convenience, Home Port will be stocking these approved test strips for immediate delivery. Our website will be updated with the approved batch numbers.

Your distributor provides test strips for other sanitizers and chemicals. (borate, biguanide, etc.)

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**Attention High Volume Stores! Special Bundled Package!  
*Add a second Wave Testing Station!***

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**Upgrade to The new WAVE III scanner (connects to any USB port.)**



**Home Port Computer**  
**2010 ESP Extended Support Program (effective Jan, 1 2010)**

The ESP program is designed to provide our customers with continued technical support and maintenance to insure smooth operation of their scanner throughout the season.

**The 2010 ESP program includes:**

- 1. Technical phone support for 2010 season; expires Dec 31, 2010 for Wave Xpress**
  - Technical phone support on any related problems with The Wave scanners and software installed on the original computer and peripherals.
  - Changes in chemical brands or product names.
  
- 2. Remote Online Tech Support via Internet**

This new support feature allows Home Port to remotely run your Wave program for fast diagnosis and resolution of any issues related to the Wave operation. (High speed Internet access must be available on water testing computer)
  
- 3. Software updates**

ESP subscribers will be entitled to download the latest version “updates” from our web site. Discounts on “**upgrades**” to the new Pool Watch Software and a new Wave Xpress or Wave III scanners. (see pricing below)
  
- 4. Scanner Tune-Up (Wave Xpress only, white base)**

ESP subscribers will receive one scanner tune-up for each subscription. (Tune-up includes complete cleaning, lubrication, minor repairs, re-calibration to our new supply of test strips and latest software update, plus \$9.00 freight).

**2010 ESP Extended Support Programs**

- 1. Wave Xpress Users with Wave software**.....\$215.00 per year; expires Dec 31, 2010
  - Each additional system..... \$160.00 each
  - Backup scanner.....\$115.00
  - Return freight .....\$9.00 (approx.)
  
- 2. Wave Xpress Users with new Pool Watch software**..... \$215.00 per year; expires Dec 31, 2010  
(Payment schedule; \$115.00 due at time of scanner maintenance, \$100.00 due at time of software license renewal) Each additional scanner \$60.00/\$100.00
  
- 3. Wave III (black case) Users with Pool Watch software**....\$100.00 due at time of software license renewal. (no scanner service required)

**\*\*Issues not covered under ESP** .....(billed at \$60.00 per hour, one half hour minimum)  
Computer issues arising from re-installation of The Wave scanner and/or Wave software on new computers, hard drive replacements or crashes.

## Upgrades to the new Pool Watch Software or Wave III scanner

1. The new Pool Watch Software upgrade.....\$250.00 with paid ESP
2. A new Wave Xpress scanner & Pool Watch Software..... \$690.00, includes ESP
3. A new Wave III scanner & Pool Watch Software..... \$1195.00, includes ESP  
(discount of \$145.00 if yearly support has maintained year after year)

### New Computers

**\*\*\*Please call us before you buy a new computer, we would be happy to quote you on a refurbished system with Wave Xpress or Pool Watch software installed. Your Wave Xpress scanner requires a parallel LPT legacy printer port. We can furnish PCI parallel cards for desktop computers, \$30.00. The Wave III is USB connections.**

### SHIPPING INSTRUCTIONS FOR RETURNING YOUR WAVE XPRESS SCANNER

1. **REMOVE SCANNER FROM WHITE PLASTIC HOUSING!!!**
2. Please wrap scanner in 2-3 inches of plastic bubble wrap. It is very important to safeguard the scanner during shipment. **Make sure the scanner is packed in a large enough carton to protect it from damage.** UPS recommends a minimum of 2 inches of packing material around all 6 sides. UPS will refuse damage claims if packaging is not sufficient.
3. UPS or mail to:  
 Home Port Computer  
 42 Elsie Street  
 Springfield, MA 01109

### 2010 ESP Programs (effective January 1, 2010)

#1 - Wave Xpress .....	\$215.00	Total	_____
Additional ESP - Wave Xpress.....	\$160.00	Total	_____
Maintenance on Back-up scanner.....	\$115.00	Total	_____
#2 - Wave III (due on expiration of software).....	\$100.00	Total	_____
Wave III.....	\$100.00	Total	_____
AquaChek 7 - 6 btls/case (600 strips) qty_____ x \$ _____		Total	_____
<small>(\$93.00/case (3 or more case orders @ \$81.00/case)</small>			
ITS Copper Strips, 25 strips not scanable qty_____ x \$ 6.75		Total	_____
Lamotte Salt/TDS Meter qty_____ x \$ 95.00		Total	_____
Replmnt Wave Xpress (with trade in) qty_____ x \$ 225.00		Total	_____
Wave Xpress Back Up Scanner qty_____ x \$ 395.00		Total	_____
Wave III Back Up Scanner qty_____ x \$ 700.00		Total	_____
Power Adapter qty_____ x \$ 35.00		Total	_____
Connection Cable qty_____ x \$ 25.00		Total	_____
Water Sample Tray qty_____ x \$ 2.00		Total	_____
**Dell GX620 desktop qty_____ x \$ 325.00		Total	_____

\*\*Refurbished, 30 day warranty-plus \$25.00 freight

### Upgrades

#1 – Pool Watch Software (with paid ESP) .....	\$250.00	Total	_____
#2 – a new Wave Xpress, Pool Watch, includes ESP	\$690.00	Total	_____
#3 - a new Wave III, Pool Watch, includes ESP.....	\$1195.00	Total	_____
<small>(discount of \$145.00 if yearly support has been maintained year after year)</small>			
<small>(freight fees : Wave system or computer \$23.00; all other \$9.00)</small>			

Grand Total \_\_\_\_\_

Company Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Address \_\_\_\_\_

City, St, Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Credit Card No \_\_\_\_\_

Exp. Date \_\_\_\_\_ Billing zip code \_\_\_\_\_

Security code \_\_\_\_\_ (American Express, 4 digits on front;  
Visa, Master card 3 digits on back)

Name on Card \_\_\_\_\_

Fax order, with credit card info, to: (413) 783-0199

*Mail order, with check to:*

Home Port Computer

42 Elsie Street

Springfield, MA 01109

(413) 783-5993

(866) 275-0547 toll free

[homeport@h2o-testing.com](mailto:homeport@h2o-testing.com) email