

Pool Watch Software 2012 Tech Support Program

**** The amount of time remaining on your Pool Watch license is located on the very first screen, which appears when starting the Pool Watch program. 25 days before the license expires, the software will remind you the license and tech support fee are due.**

The Tech Support Program is designed to provide our customers with continued technical support and preventative maintenance on the Wave Xpress scanner (white case) to ensure smooth operation throughout the testing season.

Wave III Support Package: \$160.00 (black scanner case)

Includes for one year:

- License
 - Technical Phone Support on related issues with The Wave III scanner and software installed on the “original” computer and peripherals.
 - Software updates
 - Changes in chemical brands, product names and updating customer files
-

Wave Xpress Tech Support Package: \$260.00 (white scanner case)

Includes for one year:

- License
- Technical Phone Support on related issues with The Wave Xpress scanner and software installed on the “original” computer and peripherals.
- Software updates
- Changes in chemical brands, product names and updating customer files
- Winter Scanner Tune-Up (Wave Xpress only, white scanner case)

We highly recommend upgrading to the new Wave III scanner. This scanner never needs to be returned for tune-up and cleaning. Your savings will be \$100.00 per year. The new Wave III scanner scans the strip in about one second. After 5 seconds an automatic 2nd scan is initialized and the two test results are average for better accuracy and consistency. We have never had a Wave III scanner returned because of mechanical failure in 3 years. This is a very heavy-duty unit.

Issues not covered under Tech Support...(billed at \$60.00 per hour, one hour minimum)

- Re-install of Pool Watch Software resulting from computer crash or transfer to a different computer.
- Any networking issues. A networked system must be up and running before any installation of our software and hardware.
- Issues arising from new printer installation (mainly caused by an all-in-one printer)
- New installation disc \$50.00
- Un-supported issues are not limited to the above examples.

****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.

New Computers

***Please call us before you buy a new computer we have refurbished computers. Your Wave Xpress (white scanner case) requires a parallel LPT legacy printer port. We can furnish PCI parallel cards for desktop computers, \$30.00. The Wave III is USB connections.

****Please send your Wave Xpress (white case) scanner (s) before January 1, 2011 to avoid 2011 increase in pricing. For best testing results purchase your year's 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.

SHIPPING INSTRUCTIONS FOR RETURNING YOUR WAVE XPRESS (white) SCANNER FOR SERVICE

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.***

UPS or mail to: Home Port Computer, Inc. 42 Elsie Street, Springfield, MA 01109

Order Form

Wave III scanner upgrade	qty_____	x \$725.00	Total _____
Water Testing Station Banner w/ custom logo add \$10.00	qty_____	x \$30.00	Total _____
AquaChek 7 - 6 btl/case (600 strips)	qty_____	x \$93.00	Total _____
AquaChek 7 - 3 or more cases <i>(free freight on AquaChek 7)</i> <i>(ITS test strips cannot be scanned)</i>	qty_____	x \$81.00	Total _____
ITS Copper Strips, 25/btl	qty_____	x \$11.00	Total _____
ITS Phosphate Strips, 50/btl	qty_____	x \$11.00	Total _____
ITS TDS Strips, 35/btl	qty_____	x \$8.25	Total _____
ITS Iron Strips, 25/btl	qty_____	x \$15.50	Total _____
ITS Nitrate Strips, 50/btl	qty_____	x \$15.00	Total _____
Lamotte Salt/TDS Meter	qty_____	x \$95.00	Total _____
Power Adapter (Wave Xpress)	qty_____	x \$35.00	Total _____
Power Adapter (Wave III)	qty_____	x \$50.00	Total _____
Connection Cable	qty_____	x \$25.00	Total _____
Water Sample Tray	qty_____	x \$2.00	Total _____
**Dell desktop, Windows XP	qty_____	x \$325.00	Total _____

**Refurbished, 1 year warranty-

Freight \$9.00

*Added freight for Wave III scanner or computers add \$19.00 each _____

Grand Total _____

2012 ESP

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 email

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



Water Test Station Banners \$30.00
(Also available with your own logo, additional \$10.00)

