

Distinct Hot Tub (DHT) Repair & Service, LLC

814 E. Melody Dr., Gilbert AZ, 85234

Office: 480.238.5836 480.217.1669

Email: [Service@dhtrepair.com](mailto:Service@dhtrepair.com)

Access Information: We will use the following information to provide you with the most prompt and efficient service as possible. The more information you can provide the better, as you the customer are the only one to best provide us with first-hand observation as to what may be wrong with your hot tub. We will use that information to arrive prepared with the necessary tools and parts to hopefully complete the repair on that initial visit. Please return by an e-mail attachment, photo text or by regular mail.

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Major Cross Streets \_\_\_\_\_

Phone Number(s) \_\_\_\_\_ Do you Prefer Call? \_\_\_\_\_ or Text? \_\_\_\_\_

EMAIL Address(s) ([Used for Billing/Receipt/Warranty Info Purposes ONLY](#))

Hot Tub Model: \_\_\_\_\_ Serial No.: \_\_\_\_\_ Install Date: \_\_\_\_\_

Description of issues experienced: \_\_\_\_\_

Is Your Community Gated? Yes or No \_\_\_\_\_ If yes, how do we get access? \_\_\_\_\_

Gate Code \_\_\_\_\_ Guard Check In \_\_\_\_\_ Name Must Be Placed on Guard List \_\_\_\_\_

ACCESS INFORMATION/SCHEDULING POLICY

We do not require you to be there unless you must be for the technician to safely gain access to the spa, i.e. because of dogs, or the spa is inside the home. If you must be there, we will be happy to speak with you regarding the technician's route availability. We are unable to give precise appointment times due to the wide variations in repairs and service needs of each our individual customers. Thank you for your patience and understanding!

I need to be there: Yes or No \_\_\_\_\_

Dog: Yes or No \_\_\_\_\_ Dog: Inside or Outside \_\_\_\_\_

Will your dog need to be kept inside while the technician is there? Yes or No \_\_\_\_\_

Gate Unlocked: Yes, or No \_\_\_\_\_ Will Unlock for Apt Date Only: Yes, or No \_\_\_\_\_

Please feel free to contact us at any time should you have any questions regarding this form— THANK YOU!

DHT Repair Team  
480.238.5836  
[www.dhtrepair.com](http://www.dhtrepair.com)