Poolstar Product Support & Warranty

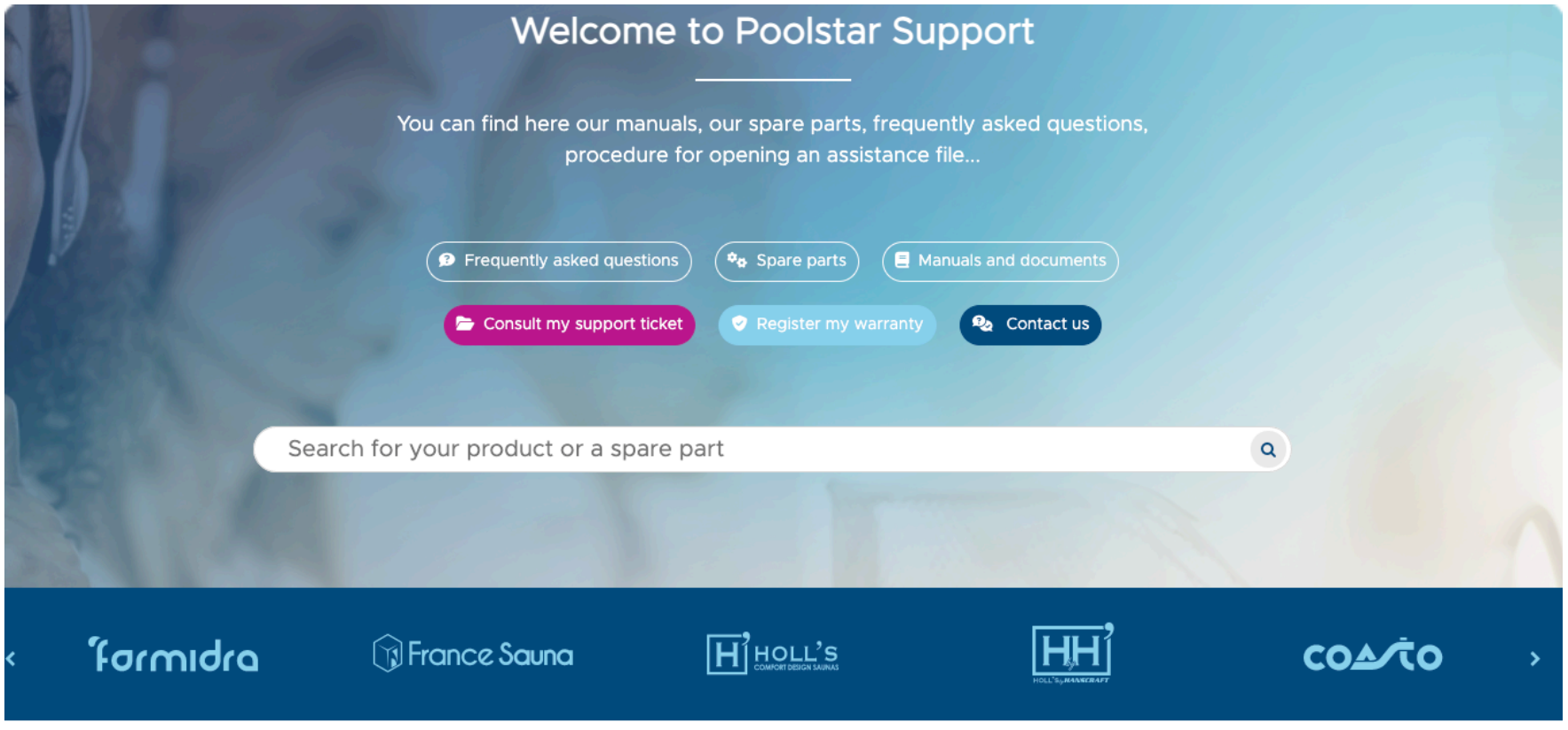
How to open a support case.

Please note that technical support and warranty handling for Poolstar products is managed directly through Poolstar's official service portal:

https://assistance.poolstar.fr/en

1. Choose your product category

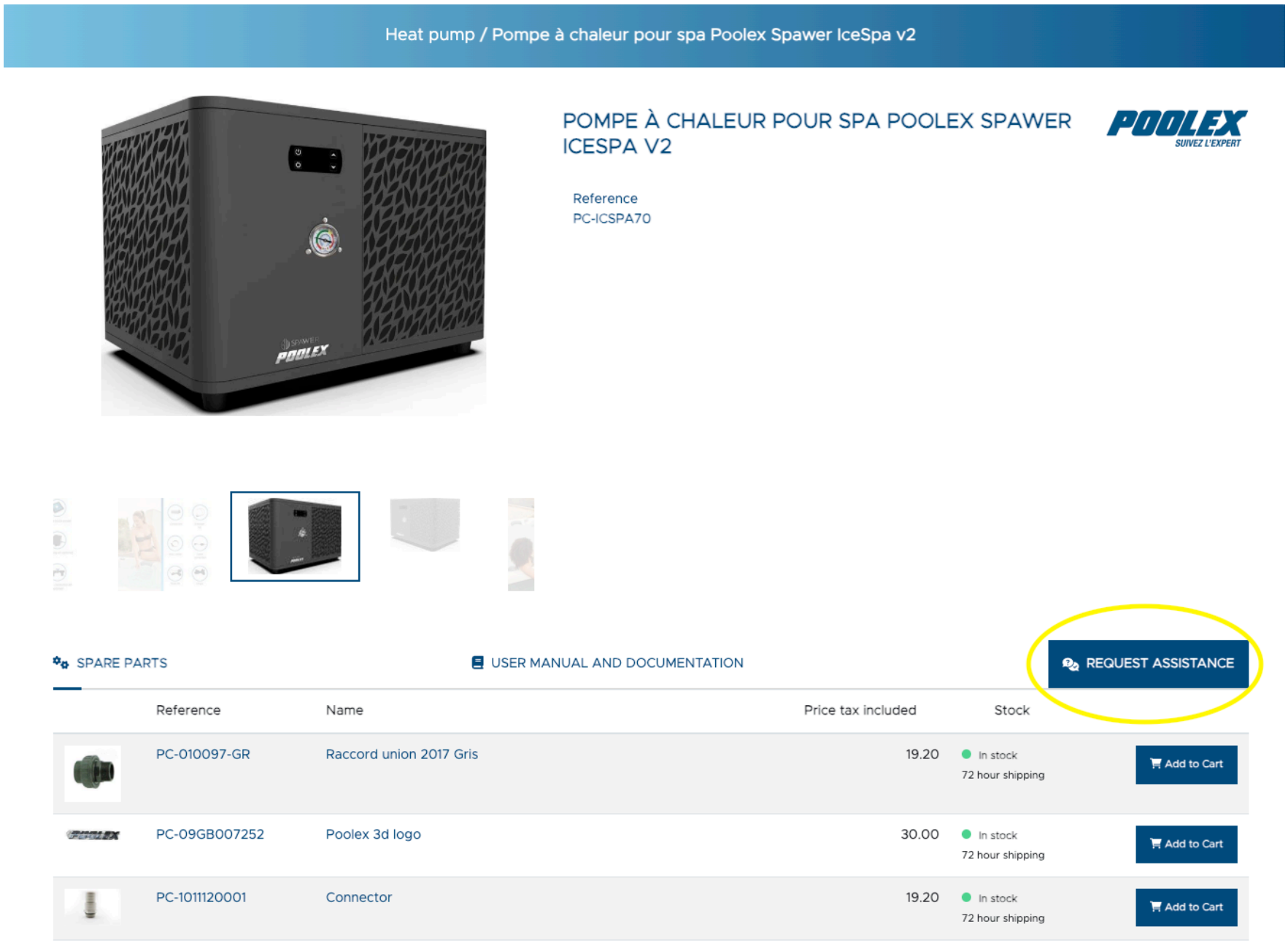
Click on the category that matches your product (e.g. Heat Pump).



2. Select your specific product model

Scroll or search for your product model to continue.

3. Click “Request Assistance”



4. Open a Support Ticket

Choose the option that best matches your request:

Breakdown or technical problem

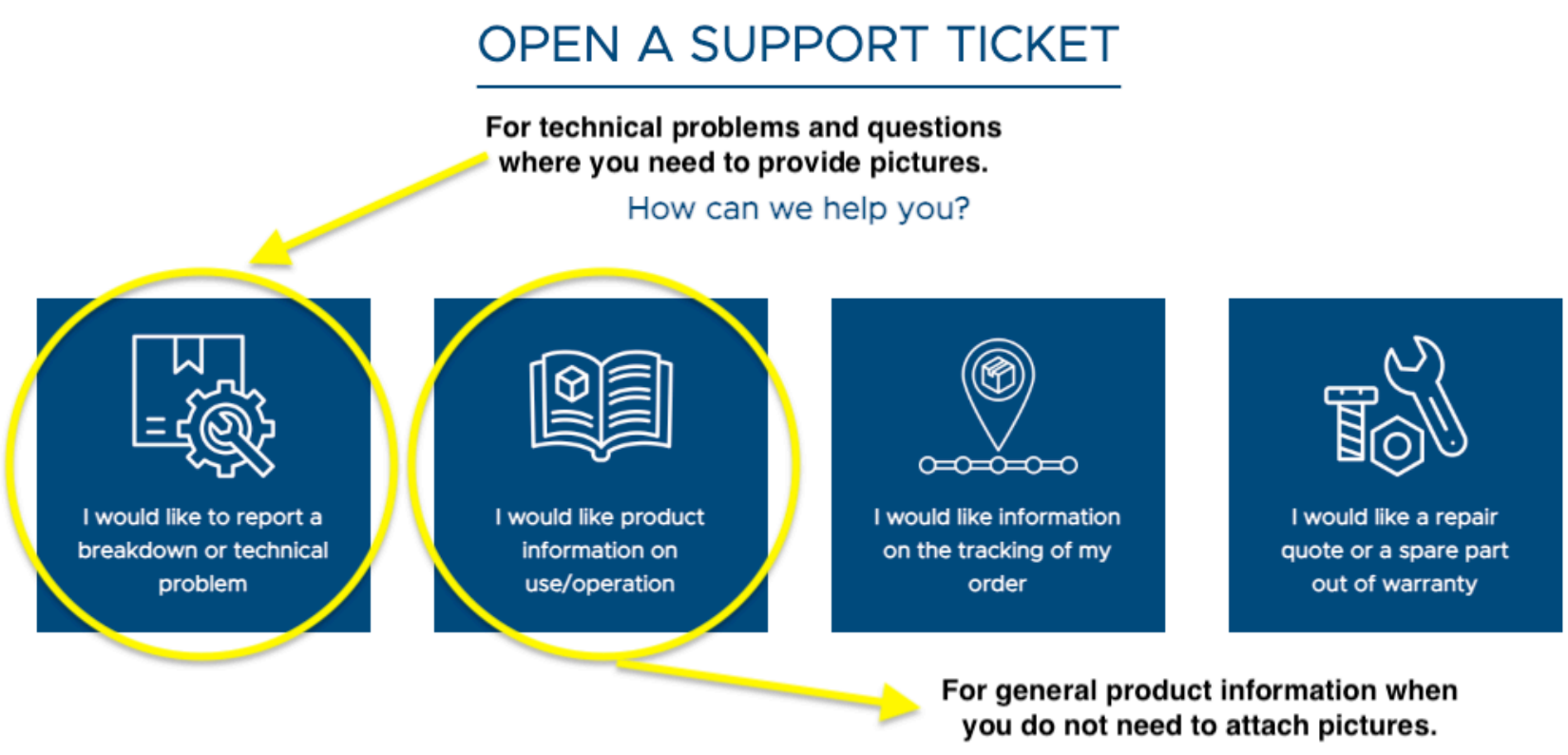
→ Select this if you need support or want to submit a warranty case.

→ This option allows you to attach pictures.

Product use or operation

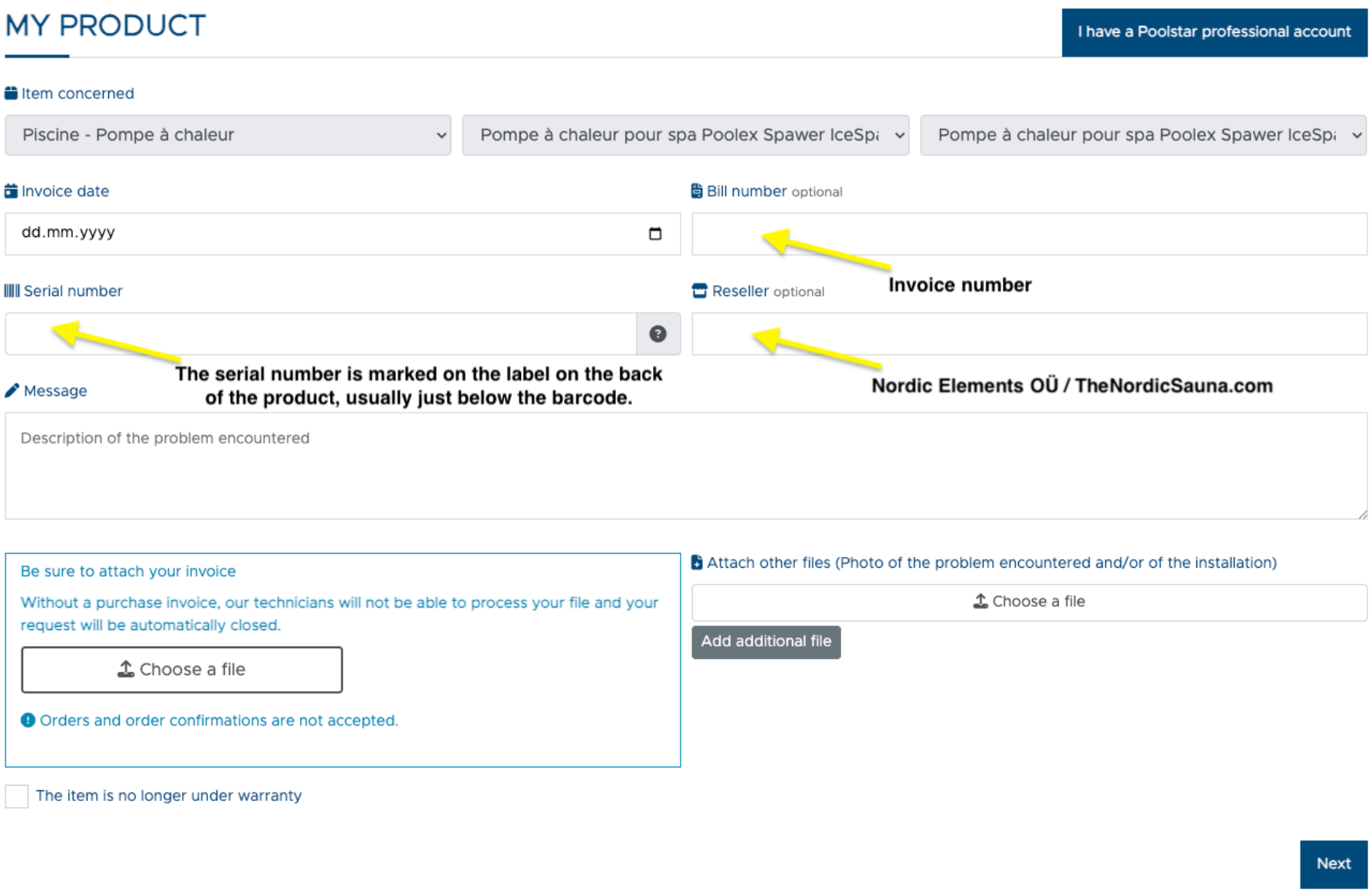
→ Select this for general product questions.

→ Picture upload is not available with this option.



5. Fill in the required details

Enter the serial number (under the barcode), describe the issue, and attach photos if needed.



Serial number is found on a label just below the barcode:

6. Submit and wait for reply

Once submitted, Poolstar's support team will usually respond within 72 hours.