

Performance Guarantee

HQ Hometek, distributor of HydroCare, offers a unique One Year Performance Guarantee, which allows you to obtain a refund for the purchase price of the unit if you are not satisfied with the performance of your HydroCare Iron 300X up to one year from the date of purchase.

Many of the impurities contained in the home's water will be removed by the System, which will be noticed through the improved taste, smell and clarity of the water. The purification media should be changed as needed.

If at any time after receiving the unit you are experiencing performance issues, please call our service department at 1-253-887-7625 to verify that your system is being used in a manner that permits it to operate at maximum efficiency. There must be prior notification to the dealer of any performance issues to allow for recommendations and remedial measures in order to achieve optimum results.

If within that first year and after notice has been given to us during that time period, performance problems still persist after curing measures have been taken, the service department will issue a return authorization number. A return authorization will not be issued if there has been no prior notification of performance issues and recommended solutions have not been implemented. To return a unit and receive credit, obtain a return authorization number from your dealer, package the system per FedEx specifications, and return with proof of purchase with the authorization number clearly marked on the box. Please allow for 30 days from time of receipt of the returned system for testing and processing.

If the unit is returned without an authorization number a restocking fee of \$50 plus a freight and handling charge each way will be deducted from the refund. The system must be returned in good condition within 60 days after an authorization has been given.

The refund amount is limited to the cash purchase price of the unit. It excludes any consequential or incidental damages connected therewith (i.e. including but not limited to freight, labor, repair and maintenance to buildings, etc.), and excludes, if applicable, any finance fees and interest charges paid to your finance company.

If the system is returned prior to its installation within 30 days of receipt of the system, for reasons that are not the fault of the homeowner (i.e. inability to install the system due to house construction), a full refund will be sent to the homeowner. No refund will be issued for a non-installed unit that is not returned within 30 days.

This guarantee is for performance only and any parts or workmanship defects are covered separately under the Manufacturer's Parts Warranty.