

## HYDRA UNLIMITED: OUR COMMITMENT TO YOU

Hydra Unlimited is committed to designing, engineering, and manufacturing high quality products. We believe you will have a great experience with our products and if you do not, we want to make it right.

Please see below for details regarding our product warranty.

**If you have questions, you can reach us at (616) 277-5138, or [customerservice@hydraunlimited.com](mailto:customerservice@hydraunlimited.com)**

### HydraMax Professional System & HydraMax Home System Limited Warranty

**HydraMax Professional System Limited 3-Year Warranty:** Hydra Unlimited, LLC. ("Hydra") warrants that its HydraMax professional system (the "Product") will be free of defects in material and workmanship for a period of three years from the purchase date, except for Wear Items and the Product's pump. The HydraMax Professional System's pump is covered by a separate limited warranty by the pump manufacturer (please contact Hydra as detailed below if you experience issues regarding the pump).

**HydraMax Home System Limited 1-Year Warranty:** Hydra Unlimited, LLC. ("Hydra") warrants that its HydraMax home system (the "Product") will be free of defects in material and workmanship for a period of one year from the purchase date, except for Wear Items and the Product's pump. The HydraMax Home System's pump is covered by a separate limited warranty by the pump manufacturer (please contact Hydra as detailed below if you experience issues regarding the pump).

"Wear Items" refers to the circulator and tubing within the Product, which Hydra warrants will be free of defects in material and workmanship for a period of one year.

If Hydra determines that a Product or component fails to meet the warranty during the warranty period above due to Hydra's fault, Hydra will, at its discretion: (a) replace the Product; (b) repair the Product; (c) send a replacement part; or (d) issue a refund. This Limited Warranty sets forth your sole and exclusive remedy for any defect in the Product. The foregoing remedies may only be available subject to receipt of proof of a Product defect and Hydra's technical inspection of the Product.

**Exclusions from Coverage:** This Limited Warranty does not apply to: (a) Products not purchased directly from Hydra or Products purchased through unauthorized channels; (such as Amazon.com); (b) materials that were not manufactured or developed by Hydra; (c) damage due to: (i) improper use or handling of the Product, including any use other than the purposes for which the Product was designed, (ii) assembly not in accordance with the instruction manual or set-up on an un-level foundation, (iii) Product alterations or modifications, (iv) unauthorized repair, (v) damage caused as a result of storage above the capacity limits of the Product, or (vi) external causes such as accidents, abuse, or other actions or events beyond Hydra's reasonable control; or (d) normal weathering, defined as exposure to sunlight and extremes of weather and atmosphere which may cause any colored surface to gradually fade, chalk, or accumulate dirt or stains.

**Submitting a Claim or Requesting Additional Information:** Determination of coverage under this limited warranty shall be made at the sole discretion of Hydra. To submit a warranty claim, provide a proof of purchase (a bill of sale, receipted invoice, or other proof that the Product is within the warranty period), along with a full description of the defect, to: Hydra Unlimited, 960 74th Street SW Byron Center MI 49315, (616) 277-5138, or [customerservice@HydraUnlimited.com](mailto:customerservice@HydraUnlimited.com), to arrange for a CARE (Customer Action Request) Number.

Hydra reserves the right to request photographic proof of Product defect, and request that the defective Product be shipped to verify the defect or to aid in quality control efforts. All warranty claims must be preceded by a CARE Number. If a replacement is issued, Hydra will pay the cost of shipping the replacement.

**Limitations:** Hydra will NOT be responsible for any damage caused by improper installation or damage to person or property caused by this Product even if the Product is determined to be defective. Please take these warnings into consideration when planning your installation.

Hydra does not warrant that the use of the product will be error-free or that the product conforms to any laws, ordinances, codes, or standards. To the extent not prohibited by law, Hydra disclaims all other warranties, expressed or implied, statutory, or otherwise, including without limitation, the warranties of merchantability and fitness for a particular purpose.

The remedies described above are your sole and exclusive remedies and Hydra Unlimited's entire liability for any breach of this limited warranty. Hydra Unlimited's liability shall under no circumstances exceed the actual amount paid by you for the defective product, nor shall Hydra Unlimited under any circumstances be liable for any consequential, incidental, special, or punitive damages or losses.

Some states do not allow disclaimers of implied warranties, or the exclusion of limitation of incidental or consequential damages, so the above limitations may not apply to you. To the extent such warranties cannot be disclaimed but can be limited under the laws of your jurisdiction, Hydra limits the duration and remedies of such warranties to the duration of the warranty periods described in this limited warranty.