



SATISFACTION GUARANTEE FOR SELECT PRODUCTS

At King Technology, Inc., we proudly stand behind our products and quality controls. If you are not satisfied with the performance of one of our products listed below in your pool, hot tub, or swim spa that you purchased from one of our authorized sellers in the United States, you may request a replacement product or a refund within 60 or 90 days of the date of purchase.

Please note that because we are unable to control the quality of our products sold by unauthorized sellers, unless otherwise prohibited by law, our Satisfaction Guarantee is not available for products purchased from unauthorized sellers, including unauthorized internet sites. The Guarantee is also limited to original, end-user purchasers in the United States.

How To Claim The Guarantee

To submit a Guarantee request, please call us at 800-222-0169 Monday through Friday, 8am – 5pm CT and have information available regarding where and when you purchased your product. You will be asked to provide proof of purchase, submit photos of your product and/or its packaging, and results of a water test sample (which can often be obtained from King Technology's authorized dealers). You must submit your Guarantee request within 60 or 90 days of the date of purchase based on the product list below. Please note that you are responsible for costs incurred in mailing your proof of purchase should you choose to mail it (rather than email it) to us.

Guarantee Guidelines

King Technology reserves the right to verify information, require a valid proof of purchase, and to deny Guarantee requests in its discretion in cases of suspected fraud or where we conclude that the purchaser has abused our Satisfaction Guarantee. We may amend or terminate our Satisfaction Guarantee at any time without notice. If you have any questions regarding whether a seller is an authorized seller of our products, please contact us at 800-222-0169.

Products Eligible for Satisfaction Guarantee Within 60 days of Purchase

- Flippin' FROG®
- Flippin' FROG® Replacement Chlorine Cartridge
- Flippin' FROG XL®
- Flippin' FROG XL® Replacement Chlorine Cartridge
- FROG® @ease 2-in-1 Water Care® System
- FROG® @ease® Floating Sanitizing System
- FROG® @ease® In-Line Sanitizing System
- FROG® @ease® Sanitizing System for Floating Weir
- FROG® @ease® Mineral Cartridge for In-Line Sanitizing System
- FROG® @ease® Sanitizing System for Bullfrog Spas®
- FROG® @ease XL® Sanitizing System for Bullfrog Spas®
- FROG® @ease® Sanitizing System for JACUZZI® Hot Tubs
- FROG® @ease® Sanitizing System for Sundance® Spas

- FROG® @ease® Sanitizing System for Swim Spas
- FROG® @ease® SmartChlor® Cartridge for 2-in-1 Water Care System
- FROG® @ease® SmartChlor® Cartridge for Floating Sanitizing System
- FROG® @ease® SmartChlor® Cartridge for In-Line Sanitizing System
- FROG® @ease® SmartChlor® Cartridge for Bullfrog Spas®
- FROG® @ease XL® SmartChlor® Cartridge for Bullfrog Spas®
- FROG® @ease® SmartChlor® Cartridge for JACUZZI® Hot Tubs
- FROG® @ease® SmartChlor® Cartridge for Sundance® Spas
- FROG® @ease® SmartChlor® Cartridge for Swim Spas
- FROG® @ease® Test Strips
- FROG® Algae Gone™
- FROG Balancing Basics™ Kit
- FROG DropH™
- FROG Filter Mate®
- FROG® Hot Tub Pipe & Jet Cleanser
- FROG® Jump Start®
- FROG JumpH™
- FROG Leap® Anti-Bac Mineral Pac®
- FROG Leap® Pool Wake-Up!® / Pool Hibernation®
- FROG Leap® Torpedo Pac®
- FROG Maintain®
- FROG Maintain® for Swim Spas
- FROG Pool Tender® Mineral Chamber®
- FROG Pool Tender® Chlorine Chamber®
- FROG Serene® Floating System
- FROG Serene® In-Line System
- FROG Serene® Mineral Cartridge
- FROG Serene® Bromine Cartridge
- FROG Serene® Cartridge Kit
- FROG SooThe™
- FROG StoMPS™
- FROG TArget™
- FROG® Test Strips
- Instant FROG®
- Pool FROG® Bac Pac®
- Pool FROG® Mineral Reservoir
- Pool FROG® Pac

Products Eligible for Satisfaction Guarantee Within 90 days of Purchase

- FROG® 90-Day Goodbye Cloudy™
- FROG® 90-Day Goodbye Phos™

Updated: September 17, 2025