



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 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 days of the date of purchase. 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

- AQUA SMARTE® Chamber
- AQUA SMARTE Plus® Mineral Activator®
- AQUA SMARTE Plus® MizerMax Pac®
- AQUA SMARTE Plus® Pool Asleep®
- AQUA SMARTE Plus® Pool Awake!®
- New Water® Cyclor Pac
- Prevail® Pool Pack
- SANI-KING Perform-Max™
- Sparco Automatic Water Treatment Chamber

Updated: September 17, 2025