



Product FAQs

What to do if the hose gets accidentally burned or melted with a curling iron: See repair policy below

What to do if the tip gets accidentally broken off in the handle:
See repair policy below

What to do if the stop button appears not to be working properly:
See repair policy below

What to do if the water does not seem to be coming through the tip:

1. Clean irrigator with warm water and 1/4 cup of vinegar
2. Make sure your reservoir is pushed all the way down
3. Take tip out of handle to see if water is coming out of the end of the handle. If water is not coming through, you have a defective pump.
4. If defective, see our repair policy at the bottom.

What to do if the water pressure does not seem to be as great as when I first started using it:

1. Clean irrigator with warm water and 1/4 cup of vinegar
2. Make sure your reservoir is pushed all the way down
3. Take tip out of handle to see if water is coming out of the end of the handle. If water is not coming through, you have a defective pump.
4. If defective, see our repair policy at the bottom.

What to do if the irrigator does not seem to be getting any power to it:

1. Press the reset button on outlet and make sure it is working properly.
2. If it is not a defective outlet, it may be a defective motor and/or switch

Oral Care Technologies Repair Policy:

The HYDRO FLOSS® oral irrigator is covered for one year under the terms of the factory warranty that guarantees the repair or replacement of the product for failures due to a manufacturers defect. If the product is returned during the first thirty days, after the sale, with a manufacturer defect, the product is replaced, no questions asked. However, a melted hose, dropped unit, or any other mishap that is not a factory defect is not covered under warranty and you will be charged for the service.

After that time the defective product must be sent directly for repair to our service center at:

Oral Care Technologies, Inc.
Service Department
3030 Dublin Circle
Bessemer, AL (US) 35022

Each product returned for replacement after thirty days of the sale is subject to a replacement charge. The option to extend the warranty for two additional years on the HYDRO FLOSS® oral irrigator is available for only \$ 27.50.

Repair Charges:

- Hose and Handle repair = \$28.45
 - Pump and Piston repair = \$24.95
 - Motor and Switch repair = \$33.20
- *(These include all parts, shipping, and labor)

We accept checks, Visa, MasterCard, Discover, Amex.

When shipping your irrigator, be sure to include a letter stating the nature of the problem and be sure to include a return address and a phone number. Also, You must show a purchase receipt with the date of purchase and the doctors' name or distributor that you purchased the irrigator from to receive warranty coverage. We will return your irrigator via UPS or US Mail within 5-7 working days. If you have any additional questions, please call 1-800-635-3594 or email helpdesk@oralcaretech.com.

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