

# Warranty & Use



## First 14 Days

When you purchase a machine from H2E we value your custom and will endeavour to provide the best possible customer service. Changing your mind In line with UK consumer law the distance selling act allows you to change your mind and return the machine up to 14 day from the date it was delivered. The machine should be unused and we will refund the cost of returning the machine. This allows you to inspect the machine and decide if it is something you wish to keep. You do not need to provide a reason to return a machine within this period.

## What If Damaged When Arrives ?

What if the machine is damaged or faulty when it arrives? We inspect and test every machine before we send them out; however, sometimes damage may occur during transit. If for any reason your machine is not working when you receive it or a fault develops in the first 30 days from the date of delivery, you have the right to claim a full refund. We will also pay for the return of the machine. You also have the options to request a repair or replacement machine.

## What is not covered by your warranty

Damage to the machine caused by dropping it, not taking care of it, dropping something onto it, leaving too close to a heat source, not maintaining the machine correctly in line with the instructions and putting the wrong water into the machine.

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## What if there is a problem after 30 days?

If you are outside the first 30 days and something goes wrong with your machine, you no longer have an automatic legal right for a refund. If you return the machine to us, we will repair or replace the machine for you free of charge, and also pay for the cost of return postage. If a repair or replacement does not resolve the issue, you are then in a position to ask for a complete refund. This legal right is provided for up to 6 months from the date of purchase. What happens if a fault develops after 6 months? H2E have the legal right to choose whether to repair, replace or refund the machine if a problem occurs after 6 months. After 6 months we will not pay for the cost of return postage. In line with our warranty, we will repair the machine for you free of charge. If repairing the machine, does not resolve the problem, a refund can be provided, but we have the right to make a fair deduction for amount you have used the machine.

## Your Warranty

We provide a 12 month warranty during which we will repair any faults that arise for free. If the problem arises in the first 6 months we will cover the cost of return delivery, after 6 months you will need to cover this cost yourself. This does not override any of your UK consumer rights outlined above. After 12 months, we will continue to offer reasonable repairs but you will be charged for any replacement parts and also for the time taken to repair. After 12 months, if you return a machine to us, we will inspect and assess the work that needs to be performed and provide you with the cost for repair. You can then choose whether you want to proceed.

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## Looking After Your Machine

You have an advanced piece of health equipment that produces active hydrogen by electrolysis using titanium plates, and if you think of these titanium plates as a kettle when it furs up this is what happens to your machine over time, this is why it is so important to only put in the purest distilled water into your machine. Thankfully all of our machines now, do have a safety sensor on them to test the quality of the water, yet even so we do highlight here to only used the best distilled water. Sadly many companies selling distilled water do not meet the standard of pure distilled water, so in this case please buy the water from Bobbies Health or make it your own with a water distiller. For even extra precaution you can buy a TDS reader on amazon for under £10 .

## Using Your Machine At Night

There are people who use their hydrogen machine at night while they are sleep, to help them get a better night sleep, and they report feeling better from it in the morning. Although this helps many people, we do have to emphasize, the legally fact that if your operating equipment while you are asleep, you do this at your own risk.

If you do use your machine while your asleep at your own risk, it is advised to set the machine at a low level between 120ml to 200ml per minute.

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## Dosage % Usage

Every person's needs are different, from body weight to dealing with different health issues. So from starting on a small dose and building up slowly over time, each person can work out what is best for them.

Please keep in mind the first few days to the first week, your body may have not had this amount of antioxidants before in the form of hydrogen. So please go slowly and gently. Some people say the first time they breath in hydrogen, that they either feel very relaxed or very alert and clear headed, and over the first few days this levels out to a subtle feeling of wellbeing.

## Starting Guideline

**First Week** Set your H2 Machine between 120ml to 350ml per minute, and breath in for 30 Minutes per day, plus one glass of hydrogen rich water (which you connect the tube with the diffusion stone and place it in a glass of water and bubble the active H2 in between 2 to 3 minutes)

**Second Week** Set your H2 machine between 120 ML to 450ml per minute and breath in for 30 minutes twice a day, plus drink as much active H2 water as you like.

Then from this point, if everything feels good, then you can increase the dose to what feels right for you.

Hydrogen Therapy is extremely safe and gentle on the body. Over time of use, most people get to a point of simply knowing what the right amount for themselves. Tony personally breaths in H2 between 1 to 2 Hours a day set at 450 ml per minute, and has 2 or 3 glasses of H2 rich water a day. Tony is coming up to 50 years old now, and has 2 young children and he hardly ever use skin cream, as he never got into it, as he is more concerned with what goes into his body to affect his skin, and many people say, he looks at least 10 years younger, and he believes active H2 is one of those things that helps him stay young and healthy.

**To your health and happiness**  
**The H2=E Team Andy and Tony**