

Warranty – Warranty coverage

Thank you for purchasing your HYDROBALL® probe. It has been designed to operate under demanding conditions. However, to ensure proper functionality, it is essential to adhere to the recommended operating and storage conditions. In addition to these conditions, certain guidelines should be followed to prevent damage or device failure. You can consult these and other recommendations in the user guide or at: <https://welcome.denodl.com/hydroball/> (QR code available on the back cover).

Warranty Coverage:

HYDROBALL® is covered by a two (2) year warranty from the date of purchase, which covers internal malfunctions due to manufacturing defects or device-related failures

Warranty– Warranty exclusions

The warranty does NOT cover the following cases:

- Damage caused by misuse, impacts, or external physical shocks.
- Breaks or cracks in the ceramic component.
- Damage resulting from incorrect handling of the seals.

Any damage not directly caused by a manufacturing defect is excluded from this warranty.

Warranty – What to do in case of malfunction within the warranty period?

Contact your authorized distributor or the manufacturer's Technical Support Service directly through: <https://welcome.denodl.com/hydroball/>

You will need to send in your damaged probe for evaluation. If repair is possible, it will be returned to you as soon as possible. If not, a replacement unit will be sent. This replacement may or may not be identical to the original model; however, it will have equivalent or improved features.

Warranty – What to do in case of malfunction outside the warranty period?

If the damage occurs outside the warranty period or is not covered by it, you can still contact your authorized distributor or the manufacturer's Technical Support Service directly through: <https://welcome.denodl.com/hydroball/>

You will need to send your damaged probe for evaluation. After inspection, you will receive a repair quote. If the repair is not feasible, a replacement unit will be offered with a corresponding quote. Upon acceptance, the repair or replacement will be carried out as soon as possible. The replacement unit may or may not be identical to the original model; however, it will have equivalent or improved features.

Warranty – Contact and Technical Support Service

For any inquiries or support requests, please contact your authorized distributor or the manufacturer's Technical Support Service directly.

DENODL®

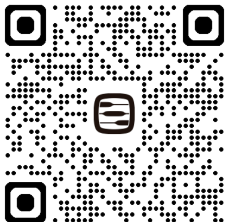
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Before Use – Handling the probe

Before using your HYDROBALL®, carefully read this guide. Remove the probe from the box and take out all packaging materials. Verify that all parts and components are present and in good condition.

If you notice any visible damage, contact the Technical Support Service.

Before Use – Bottom ceramic piece

Located at the bottom of the probe, this component enables the measurement of soil water tension. As it is made of ceramic material, it may break if struck or dropped. Handle with care. Small superficial cracks may appear due to the manufacturing and drying process; these do not affect its integrity or performance. In case of visible damage, contact Technical Support.

Warranty – Sealing gasket

HYDROBALL® is a fully sealed device. The only potential entry point for water is the joint between the threaded cap and the body of the device. To ensure watertightness, the probe includes a flat gasket and an O-ring, the latter positioned in the lower seating around the thread perimeter. After configuring the device or replacing the batteries, make sure both seals are properly positioned and clean.

Recommendations for Opening and Closing

- **Before opening the probe:**

- o Clean the exterior to remove any soil or moisture residues.

- **After opening the probe:**

- o Wipe the gasket area with a damp cloth.

- o If there are soil particles, remove and clean both the gaskets and their seating areas.

Warranty – Sealing gasket

- o Ensure that the thread and both gaskets are completely clean.

- **While closing the probe:**

- o Verify that the gaskets are properly seated in their original positions.

- o Screw the cap on firmly.

Before Use – Machinery passage and soil aeration operations

HYDROBALL® can remain buried during machinery operation as long as it is installed at a depth that prevents contact with wheels, tools, or other components. If the probe is shallow or not deeply buried, take extra precautions. During mechanical soil aeration tasks, it is recommended to temporarily remove the probe or clearly mark its location to prevent damage, avoiding driving over it. Do not allow soil aeration machinery to pass over the probe installation area.