

ionHealth Silver

Owner's Manual

v.1.01



Water



Health



Wash



well-being

AQUA-IONIZER PRO[®]

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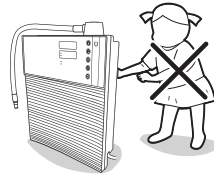
This manual is important for your safety. Please read thoroughly!

Safety Information

Important Notice For Safety



This appliance can be used by children aged from 8 years and above a persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.



This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

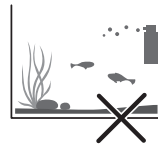
If the supply cord is damaged, it must be replaced by the manufacturer in order to avoid a hazard.

Additional Warnings



Do not use alkaline water in fish tanks or bowls.

Do not allow children to play with the unit. Children shall not play with the appliance. Cleaning and user maintenance shall be done by adults.



Tap Water as Source



Use only tap water. Do not use with polluted water, or micro-biologically unsafe water.



General Issues 1



When first drinking water use setting 1 (Low pH). Then gradually increase the pH water as your body gets accustomed to.



Do not drink the acidic water, Acidic water will be good for washing fruit and vegetables.



Installation

Suitable for Alkaline / Acidic water

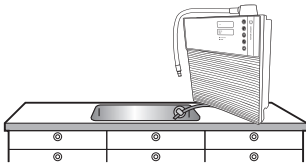


- Water supply (feed water) for electrolyzation should be from normal tap water, low hardness, well water, RO, etc. If over this amount, pre-filtration will be required.
- Hardness is a key fact influential in generating good alkaline / acidic water.



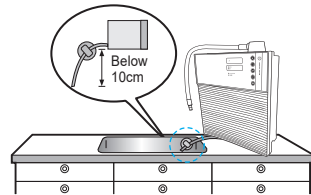
On the sink

Install on the counter and adjust the spout so that the water can be directed to the sink. If the spout is not adjusted properly, the water may flow over the sink.



Hose height

Place drainage hose below 10cm.



Install on a stable surface

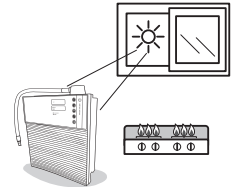


Always level the device horizontally. Install the generator in a level position. Do not install the device on a sloped or unstable surface. If the device is dropped or heavily impacted, it may be damaged.

Avoid heat & cold



Keep away from heat, direct sunlight, electrical heaters, etc.



Water supply temperature



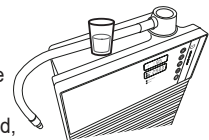
Do not allow hot water into the unit. (+35 Celsius, 95 Fahrenheit)



Electric shock, fire, damage



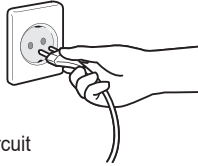
Do not place anything on the machine. If the supply cord is damaged, it must be replaced by the manufacturer.



Electric shock / Fire



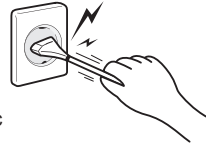
Do not use if the electric cord or plug is damaged or if the outlet is loose. It may cause an electric shock, short circuit and / or cause a fire.



Do not bend electric cord



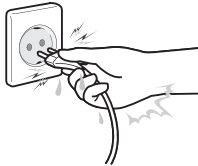
Do not damage, modify, bend, pull, or twist the electric cord. It may cause an electric shock, short circuit, and / or cause fire.



Electric Shock



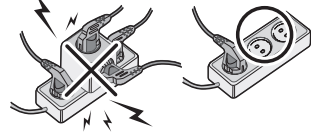
Do not connect or disconnect the power plug with wet hands. It may cause an electric shock.



Do not use extension



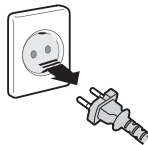
Do not use extension cables to connect more than one device to a single outlet. It may cause fire.



To Repair



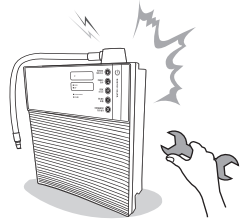
For repair / maintenance or parts exchange, always disconnect power plug first. Otherwise it may cause an electric shock.



Never disassemble



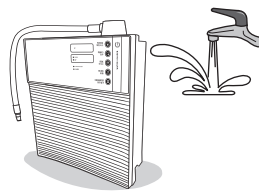
Never disassemble or modify the device. It may cause an electric shock or fire.



Electric shock / leak

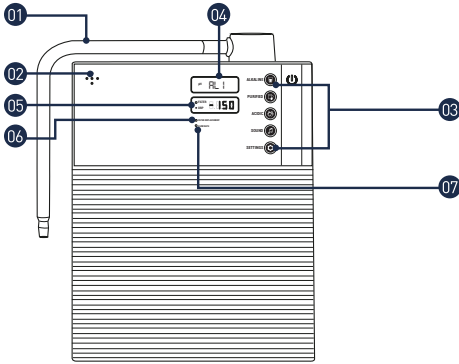


Do not use in humid places, such as bathrooms. Never spray water on the device or clean it with water. It may cause an electric shock or leak.



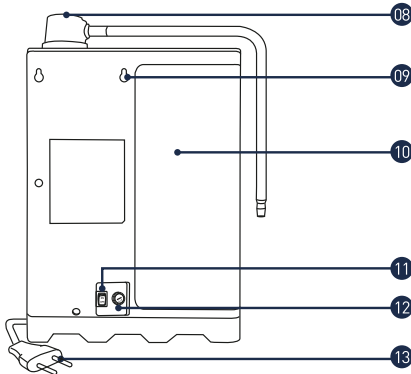
Diagram

Front View



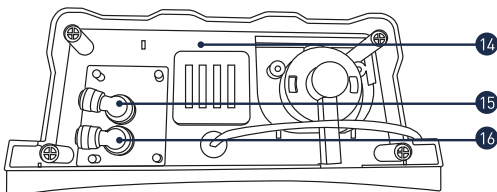
- 01. Flexi Hose
- 02. Speaker
- 03. Touch Panel
- 04. Indicative pH Display
- 05. Indicative ORP & Remaining Filter Lifespan Display
- 06. Filter Replacement Indicator
- 07. Too High/ Too Low Water Inflow Rate Indicator

Rear View



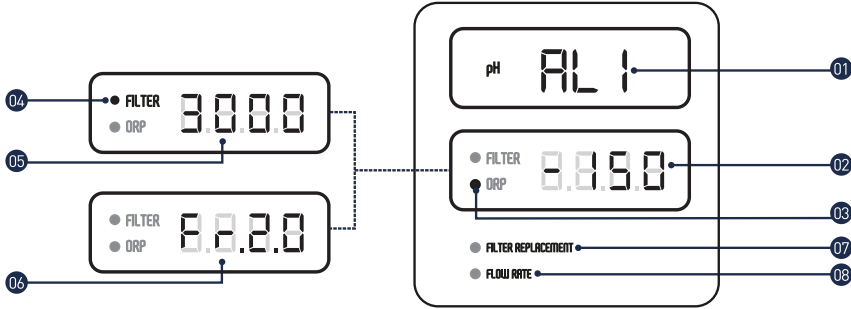
- 08. Swivel Connector
- 09. Wall Mounting Outlet
- 10. Filter Compartment Cover
- 11. ON/OFF Switch
- 12. Fuse Holder
- 13. Power Cord & Plug (Approx. 1.5 metres long)

Bottom View



- 14. Base
- 15. Water Inlet Port
- 16. Water Outlet Port

LED Screen Display



01. pH Level Display

Displays the selected Alkaline (AL1, AL2, AL3, AL4), Purified (Pur), or Acidic (AC1, AC2) water pH reading.

02. ORP Level Display

Displays the selected alkaline water level ORP readings in terms of millivolts.

03. ORP Level

Illuminates when the LED display indicates the ORP reading.

04. Filter Lifespan indicator

Illuminates when the LED display indicates the remaining filter lifespan.

05. Filter Lifespan Display

Displays the remaining filter lifespan in terms of liters.

06. Water Inflow Rate Display

Displays the water inflow rate in terms of liter/min when user presses and holds the Sound button for 3 seconds. Optimum inflow rate is 2 liters/min

07. Filter Replacement Indicator

Illuminates when the filter remaining lifespan is less than 100 liters.

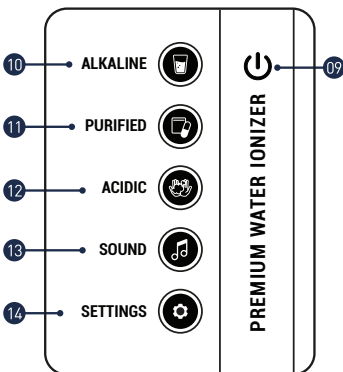
08. Flow Rate Indicator

Illuminates when water inflow rate is too low (below 1 liter/min) or too high (above 3 liters/min).

NOTE:

The pH & ORP readings may vary by +/- 0.6 and +/- 100mV respectively, subjected to the water source, piping condition, water inflow rate, chlorine concentration, and filter usage. The pH readings are obtained based on a pH 7.5 water source. All pH and ORP readings are attained based on a quantitative sampling basis. pH and ORP readings are subjected to natural depreciation.

LED Screen Display



09. Water Inflow On/Off

Tap the button to start/stop the water inflow into the unit. Icon flickers when the unit is dispensing water and lights up solid at standby mode.

10. Alkaline Water

Tap the button to select alkaline water output. Illuminates when Alkaline Mode is selected.

11. Purified Water

Tap the button to select purified water output. Illuminates when Purified Mode is selected.

12. Acidic Water

Tap the button to select acidic water output. Illuminates when Acidic Mode is selected.

13. Sound

Press the button to mute the sound prompt function or to select volume in 4 different levels.

14. Settings

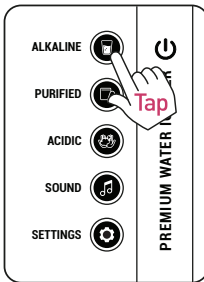
For unit's micro-configuration by qualified service personnel or technician, is not for user access.

How to Use

Before Use

- Choose a safe place for the installation.
- Connect with tap water
- Flush generated water for 2-3 minutes after installation completed.
Black water containing carbon power may be coming out in initial time after installation.
Please, throw away the water.
- Prepare plastic cup or glass container for collecting the drinking water,
Do NOT use metallic container.

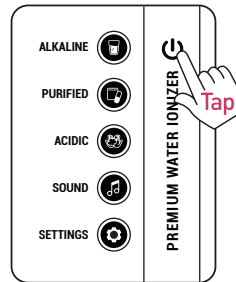
Alkaline water generation



Note:
pH Level Display
will show

- AL1
- AL2
- AL3
- AL4

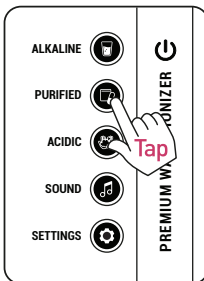
**AK4 is the
strongest acidic
setting**



1. Touch the "Alkaline" button to select the alkaline level.
Whenever you touch it, the number of alkaline is changed.

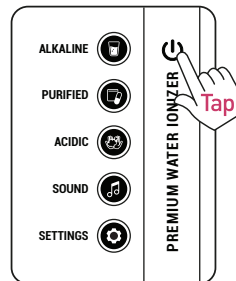
2. When the number of the desired level is selected, touch the ON / OFF button and enjoy alkaline water.

Purified water generation



Note:
pH Level
Display will
show

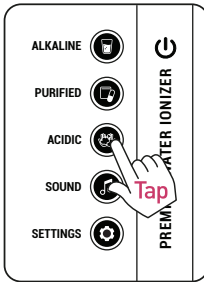
- Pur



1. Touch the "Purified" button to select the purified water,
and purified LED will be illuminated.

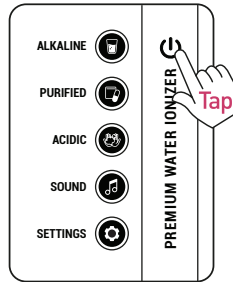
2. Touch the ON / OFF button and enjoy purified water.

Acidic Water Generation



NOTE:
pH Level Display will show
• AC1
• AC2

AC2 Is the strongest acidic setting

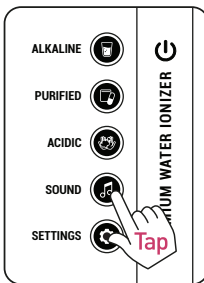


1. Touch the "Acidic" button to select the acidic level. Whenever you touch it, the number of acidic is changed.
2. When the number of the desired level is selected, touch the ON/OFF button and dispense acidic water

Caution: Don't drink acidic water

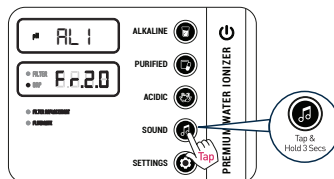
Sound Volume Control

Tap the **SOUND** button to adjust the volume in 4 different levels or to mute. LED screen display will indicate the selected setting.



Water Flow Rate

Tap and hold **SOUND** button for about 3 seconds and unit will display the flow rate in terms of litres/min during water dispensing. To resume the normal indicative ORP/remaining filter lifespan display, tap and hold **SOUND** button for about 3 seconds once again.

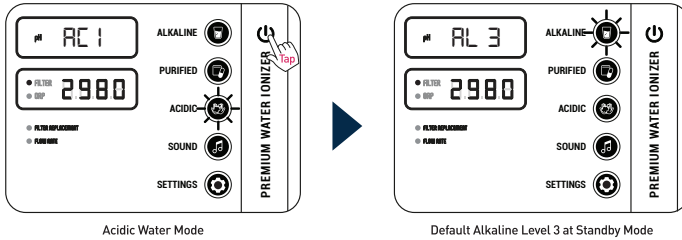


How to Use

To Stop Operating

1 Tap  button once to stop water dispensing. Unit goes back to alkaline level 3 as standby mode.

- The  button is non-functional during the 30 seconds auto-cleaning process.



How to clean electrolysis cell

- Unit will auto-clean the electrolysis cell to be cleaned and extend life time of platinum electrode by producing acidic water.
- **We recommend the users to operate acidic water about two times per month for 10 minutes to allow a deeper cleaning.**

How to manage and store after use

- Must be moved after the power is turned off
- When cleaning, the product should be away from water
- Outlet and inlet hose should be kept neatly with no hard bends or
- Unplug when not in use for a long time
- Do not store in a humid place

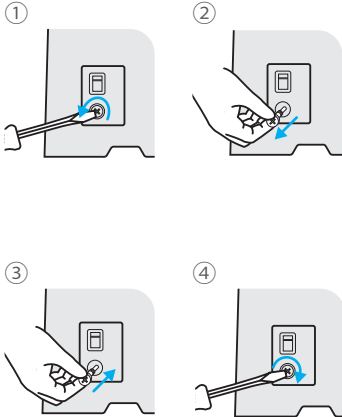
Important notice for better drinking



- Always discard the initial dispensed water as a precaution. This will ensure the integrity of desired pH level selected.
- When drinking alkaline water, for the first weeks, begin with the lowest pH level setting before gradually increasing it.
- Do not take medication with alkaline water to prevent compromising the integrity of prescribed medicine. Take your medication with purified water instead.
- Please consult your healthcare professional if there are any adverse effects or pain after using the water.
- Due to quality improvement, specifications of the unit may be changed without prior notice.

Replacing Fuse

Fuse Change



Fuse is located on the back side part the body.

1. Ensure the machine is powered off & unplugged.
2. The fuse can be removed if rotated counter- clockwise with a screwdriver.
3. Please remove the fuse with finger.
4. Insert the new fuse (240V 3.15A).
5. Tighten the fuse rotating it clockwise with a screwdriver.

Note:

When changing the fuse, please make sure to unplug the power cord first. Not doing so, may cause electric shock.



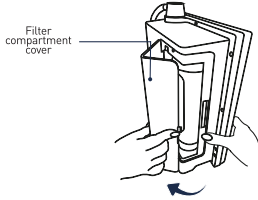
Installation and Use conditions

- Please do not use inappropriate water for drinking.
- Please, do not use in the place that has high temperature or high humidity.
- Please, do not use the machine in the place where are affected from the atmospheric pressure, wind, sun, salt.
- Do not use in places where the gas is generated or chemical warehouse.
- Please do not use where the slope is unstable.
- Do not use in low water pressure (under 14.2psi) and low flow rate (1ℓ / min or less) areas.

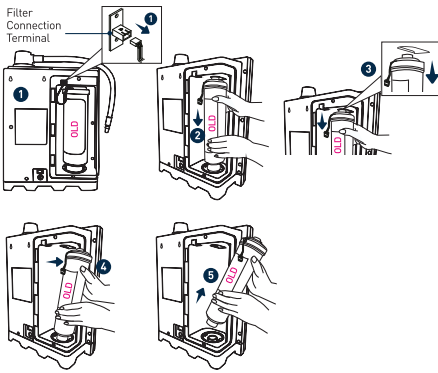
Replacing Filter

1 When the **FILTER REPLACEMENT** indicator illuminates and voice prompt notifies, it implies that the filter is left with 3% (100 litres of the filter lifespan) and user may now standby a new filter for replacement.

- Do not continue using the expired filter. Failure to do so would compromise the quality of produced purified, alkaline and acidic water.
- Prolong usage of exhausted filter would compromise water quality and flow rate, affecting performance and usage experience.

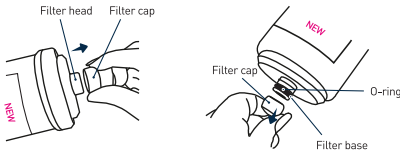


2 Hold onto the filter compartment cover latch and gently depress and swing the filter compartment cover towards the left hand side to open and disassemble it from the unit.



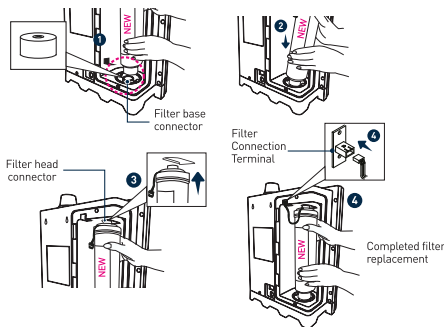
3 Disconnect from the Filter Connection Terminal. Hold onto the filter and exert some pressure to push down the old filter against the base of the unit fully. While the filter base connector is being pushed in, pull the top portion of the filter outwards, then lift up the bottom portion of the filter from filter base connector to remove the old filter.

- Ensure the water valve is switched off before filter replacement to prevent pressure built-up at the filter connector base.



4 Proceed to remove the filter caps from the new filter's head and base respectively.

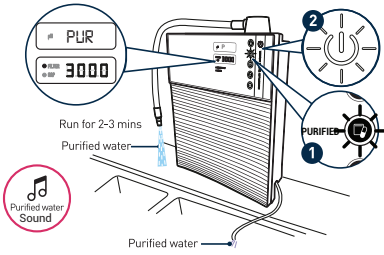
- Ensure that the rubber o-ring is in good condition and positioned correctly. The rubber o-ring on the filter needs to be in place to prevent water leakage.



5 Insert a new filter by aligning the filter base to the filter base connector. Exert some pressure to push down the new filter against the base of the unit fully. While the filter base connector is being pushed in, align the filter head to the filter head connector and push up the filter accordingly to ensure it is assembled and fitted snugly. Reconnect the Filter Connection Terminal.

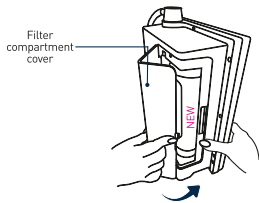
- Ensure the water valve is switched off before filter replacement to prevent pressure built-up at the filter connector base.
- Ensure the filter is properly assembled and installed into the unit to prevent water leakage.

Installation



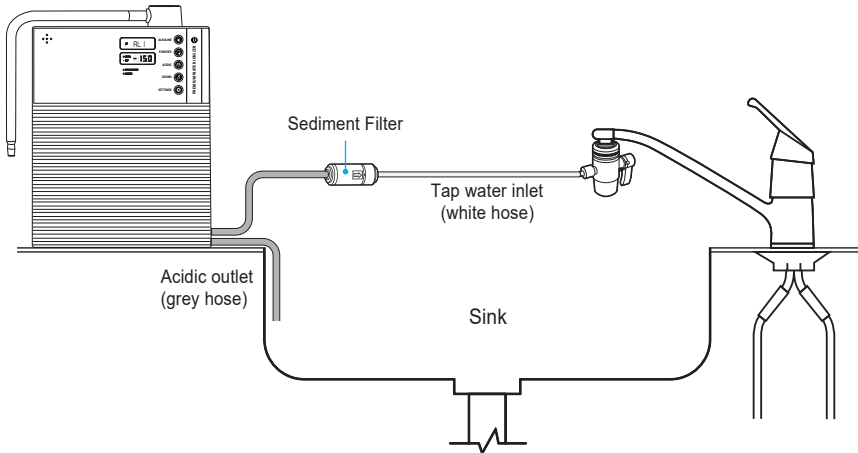
- 6 Insert the power plug into the power supply, switch on water valve and turn on the unit. The ● **FILTER REPLACEMENT** indicator should now stop illuminating and the remaining filter lifespan display should restart from 3,000 litres. Tap the **PURIFIED** (P) button once followed by the (U) button to allow water to run for 2 to 3 minutes at purified mode to rinse through the brand new filter for optimum performance while also checking for any possible leakage.

• There may be emission of carbon dust, blackish or dark-coloured water for initial usage. This is normal and harmless.

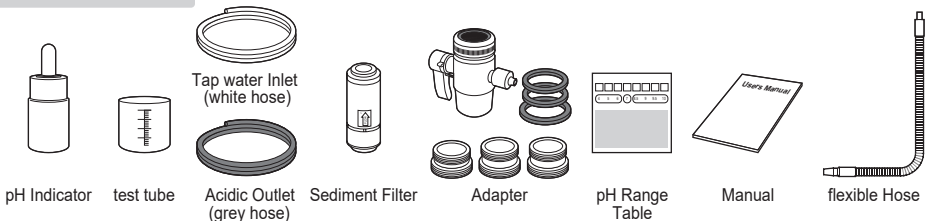


- 7 Check to ensure that there is no water leakage from the unit after replacing the filter. Tap (U) to stop the water inflow into the unit. Then proceed to close the Filter Compartment Cover towards the unit. The unit is now ready for use.

Connection Diagram



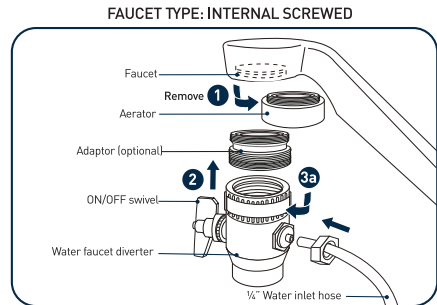
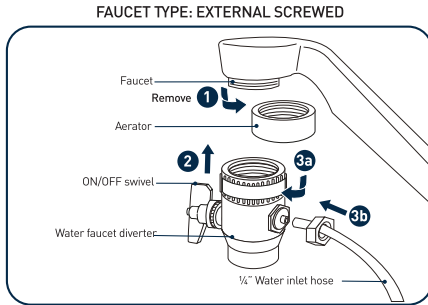
Included Parts



How to Install

Connection to Tap Water Faucet

Connection to Faucet



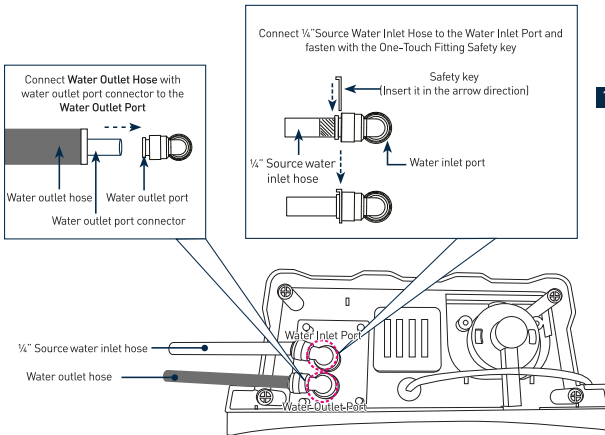
- 1 Remove aerator from faucet.
 ☞ Pliers may be required.
- 2 If required, attach adaptors [3 sizes of adaptors are supplied for use] before attaching water faucet diverter to faucet.
- 3 Remove compression nut on the side of the water faucet diverter, attached 1/4" Source Water Inlet Hose and tighten nut.

Note:

This installation section is for “top of counter” Installation only. Undersink installation instructions and hardware are provided with the *ionHealth Undersink Kit*.

Do not attempt to use any other undersink kit as doing so may void the warranty.

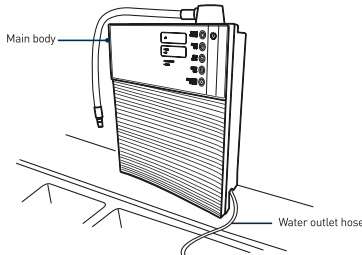
Installation Procedure



- 1 Connect the 1/4" Source Water Inlet Hose to the Water Inlet Port. Then connect the Water Outlet Hose with Water Outlet Port Connector to the Water Outlet Port. Ensure that they fit snugly.

Note:

Use the outlet port tighteners when the port is pulled out & Key inserted. It is made "loose" by removing the "key" and pushing in in order to remove a hose or connection.



- 2 Cut the Water Outlet Hose to length and direct it to the sink for draining or collection of water from the water outlet port.

- Maintain the length of water outlet hose within 2 metres so as to allow natural drainage flow rate.
- Water outflow may be suspended if the water outlet hose is steeped in water inside a container or if the hose is unnecessarily long.
- Do not lift the water outlet hose above the bottom of the unit. This will hinder the water drainage and may cause internal damage to the unit.

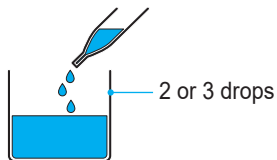
Installation Options

The following types of water faucets are not recommended. If you are using any of the following, you may need to change the faucet installation steps to proceed.

Shower nozzle	Square spout	Oval spout	Spout external diameter more than 24 mm	Spout less than 15 mm in height	Pull-down sprayer	Tap with sensors

How to measure pH

How to measure pH



Drop about three drops of pH measuring solution into a glass and dispense 2-3oz of alkaline water. Shake 2-3 times to change the color of the water. Compare the color of the water to the color table to measure the pH.

Cautions in measuring pH



1. Do not drink pH reagent.
2. If pH reagent is contacted to eyes or skin, flush it with clean water immediately.

How to keep pH indicator



1. Keep the pH indicator away from children.
2. Keep the pH indicator in dry, cool, dark area.
3. Don't keep the pH indicator in sunlight, or near fire.
4. Keep a cap tightly on a pH indicator bottle.



pH Indicator

Troubleshooting

CONDITION	POSSIBLE CAUSE	POSSIBLE SOLUTION
No power to the unit or LED screen does not come on	Power cord and plug not properly connected	Reattach the power cord and plug into the power supply
	Power plug or cord may be damage	Unplug from power supply and contact Aqua Ionizer Pro.
	Internal fuse may be blown	Unplug from power supply and contact novita customer care centre
There is power to the unit with LED screen illuminated but no water output	Water supply/water valve is turned off	Turn ON the Water supply/water valve
	Water supply connections are not connected properly	Connect all water supply connections properly
	Source water inlet hose is bent or twisted	Straighten the source water inlet hose
	Low water pressure	Applicable water inflow pressure range is between 15 to 60 PSI. Ensure the diverter valve is not clogged
	Filter is clogged. Premature clogging may be caused by sudden drop in water quality and an inflow of sediments or other contaminants	Replace with a new filter. (Please refer to page 24 for instructions)
Reduced water output	Filter is clogged. Premature clogging may be caused by sudden drop in water quality and an inflow of sediments or other contaminants	Replace with a new filter. (Please refer to page 24 for instructions)
	Low water pressure	Applicable water inflow pressure range is between 15 to 60 PSI.
Stopping of operation in the midst of dispensing	Unit has continuously dispensed for a duration of 10 minutes	The unit is programmed to automatically stop operation after continuous dispensing for 10 minutes. Tap water inflow ON/OFF switch again to dispense more water
Water leakage from filter compartment	Filter is not fitted properly	Remove filter and replace it back again
	Rubber O-ring is not in place	Check the condition of the rubber O-ring and secure it in place
Strange smell from water output	Expired filter or premature clogging due to fluctuation in water quality	Replace with a new filter. (Please refer to page 24 for instructions)
	Sudden fluctuation in water quality with elevated level of chlorine in water source	Select lower pH level or replace with a new filter if condition persists
Strange smell from collected water output after 1 hour (No unusual smell initially)	Water storage bottle/container is contaminated	Clean water storage bottle/container. Replace with a new filter and select a lower pH if problem persist
	Filter is exhausted or unused for a long time	Replace with a new filter. (Please refer to page 24 for instructions)
Milky-white residual from dispensed water	The residual (calcium carbonate CaCO ₃) is the results of bonding between Ca and CO ₃ in the water	It is harmless, lower the pH level to reduce this effect

Specifications

Troubleshooting

No water output from water outlet hose	Water outlet hose is bent or twisted	Straighten the water outlet hose
	Insufficient water inflow	Recommended to have an inflow rate of 2.0 litres/min.
No alkaline colour indication from pH test (Acidic water pH test shows yellow)	Defective or evaporated pH test reagent. Chemical reaction where carbonic acid in water evaporates some test reagent element Alkalinity/Acidity are always produced in inverse proportion. Therefore, showing an acidic colour means inversely that alkaline water has to be generated from the unit	Contact Aqua Ionizer Pro.

Technical Specifications

Specifications

Power Consumption	100 Watts		
Voltage / Frequency	100-240V, 50/60Hz		
Approx. Weight	4.5kg		
Dimension (W) x (D) x (H)	270 mm x 122 mm x 364 mm		
Water Supply	Direct connection to a faucet or piping		
Applicable Water Inflow Pressure Range	0.1~0.4 Mpa (15~60 PSI)		
Electrolysis Device	pH Level/Range	pH Level	pH Range
		AL 1	7.5 - 8.5
		AL 2	8.5 - 9.0
		AL 3	9.0 - 9.5
	AL 4	9.5 - 10.5	
	Purified	Pur (pH & ORP Dependent on source water) 6.5 - 7.5	
	AC 1	4.0 - 5.0	
	AC 2	3.0 - 4.0	
	Water Inflow Rate	Recommended 2.0 Litres/min	
	Cleaning Device	Auto Cleaning Water Cell	
Filter	Electrode Plate	3 Platinised-Titanium Electrode Plates	
	Type	Standard Advanced Ultra Hollow Membrane Filter	
	Capacity	3,000 Litres (Up to 12 months, based on about 8 litres/day usage)	
Control Panel	Touch Panel		
Safety Features	Excessive Current Control		

☞ The indicative pH & ORP readings may vary by ± 0.6 and ± 100 mV respectively, subjected to nature of inherent water source, piping condition, water inflow rate, chlorine concentration and filter usage. The indicative pH readings are obtained based on pH 7.5 source water. All pH and ORP readings are attained based on quantitative sampling basis. pH and ORP readings are subjected to natural depreciation.

Warranty Information

Limited Lifetime Warranty:

Aqua-Ionizer Pro® and its parent company, Real Spirit USA, Inc., offer a Lifetime Limited Lifetime warranty on all its water ionizers to the original consumer purchaser under the following terms and conditions:

Aqua Ionizer Pro®, Aqua Ionizer Deluxe® 5.0 and Deluxe 7.0 models; a) For the first 5 years from the date of original purchase, we warrant the unit to be free from defects in materials and workmanship under normal operation/ (not including wear and tear use), we will repair or replace any defective part(s) or, at our discretion, replace the entire unit free of charge. b) After the first 5 years, we continue to stand behind your purchase for as long as you own it. Should the unit need to be repaired, we will provide the replacement parts at no charge to you. You will be responsible only for the cost of labor to replace the parts. Should the estimated cost to repair the unit exceed 30 percent (30%) of the unit's original suggested retail price, we will provide you the customer with an entirely new replacement unit of equal or greater original value for 30 percent (30%) of the original suggested retail price.

VIP Limited (NO TIME LIMIT) Warranty:

By Purchasing the *ionHealth™ Silver* your warranty period is extended beyond the 'Limited Lifetime Warranty' to a 'No Time Limit Warranty' on parts and labor or a full unit replacement should your Aqua Ionizer Pro®/Deluxe® 7.5/9.0/9.5 fail at any time now or in the future while in use by the original purchaser.

Whether in the first 5 years or subsequently, upon discovery of a product defect, you should immediately notify Real Spirit USA, Inc via telephone or email the exact problem you are having to the best of your knowledge. If it is determined to need additional diagnostic inspection, then we will provide you a product return authorization and shipping instructions. You should ship or deliver the product to the designated service location, accompanied by your name, address and telephone number, proof of purchase date and a description of the defect. The customer is responsible for the cost of shipping the unit to the service facility. However, following repair or replacement, Air Water Life will cover the cost of shipping the unit back to the consumer within the continental United States. Customers outside the continental United States must also cover the cost of return shipping following repair or replacement.

The warranty does NOT cover or include unusual wear, use of 3rd party equipment, damage resulting from accident or unreasonable use, failure to use the correct water supply or follow cleaning procedures as outlined in the owner's manual, and also does not include replacement filters nor other disposable parts and supplies (Examples are a cracked screen, broken swivel spout, cut power cord etc.). *Unreasonable use also includes using the unit outside of North America and in countries where the voltage may be higher than 110/120 Volts, which is the normal operating range of our products. **Additionally the warranty will become VOID should the case seal be broken and the tamper system activated which shall indicate the unit cabinet was opened for purposes other than authorized by the company. It should be noted that any electronic unit should be serviced only by an authorized service technician duly certified by Real Spirit USA, Inc. All warranties are non-transferable and remain registered to the original purchaser.

Water Damage Liability Statement and Waiver:

Aqua-Ionizer Pro®/Deluxe or *ionHealth™* water ionizers and filters are covered by our limited Lifetime Warranty* Aqua-Ionizer Pro® or its parent company Real Spirit USA, Inc accepts no liability, nor offers any warranty or remedy for damages of any kind in regard to water damage caused or reported to be caused by leaks from hoses, fittings or directly from any of our products.

Further Air Water Life does not warrant or accept any liability in regard to installing our Ionizer units, hoses, or additional valves or filters. Any such installation is at the sole responsibility of the owner or the third party installer, plumber or contractor.

Warranty Information (Continued)

The customer/ user by purchasing our products accepts full responsibility for insuring that the proper acceptable water pressure is present at the time of installation (as stated in the owner's manual). Water pressure is controlled by the supplier or the home owner and cannot be controlled or guaranteed by Air Water Life or its affiliates.

All installations should be approved by a nationally recognized P.I.P.E. or other certified contractor.

P.I.P.E. is the parent company of the National Inspection Testing and Certification Corporation, known in the industry as National Inspection Testing Certification (NITC).-

Once you have installed your unit, it is recommended that connections and connectors are inspected by the owner on a regular basis. It is also recommended that if you are away from the installation for longer than a 24 hour period that you turn off the water supply to your Water Ionizer system as well as turn off the supply power to your unit.

Basic care and maintenance by the owner/ user of this equipment is entirely the responsibility of the purchaser-owner/ user, as Air Water Life assumes no responsibility for misuse, faulty installation, or variations in water pressure or quality. Other than what is expressed in our products warranty, Air Water Life assumes no additional liability for these foregoing statements or other 'Acts of God'.

By acceptance of delivery, and the installation the Air Water Life products (filters, ionizers, and accessories) you agree to hold Aqua-Ionizer Pro and Real Spirit USA, Inc harmless for any water damage caused by leaking water or for any other reason.

****Note:** Please contact us for special 220/240 volt international models which may be available for use outside of North America.



AQUA-IONIZER PRO®

Aqua-Ionizer Pro
320 S. Rock Blvd. STE 210
Reno, NV 89502

help@realspiritusa.com
Toll Free: 888-601-5886