



YOU MUST READ THIS & ACT!

Terms of Repair for Your Electric Water Ionizer **AlkaViva LifeTime Warranty (Limited)**

Complete your Warranty Form Online at:
alkaviva.com/warranty-form

The warranty on AlkaViva electric ionizers begins on the original purchase date. If warranty details are not received online by AlkaViva within 30 days, then the warranty is limited to 1 (one) year.

The AlkaViva Lifetime Warranty covers all electric ionizer parts (not accessories) and 100% of labor costs in the first 5 years. After the first 5 years, the purchaser is responsible for any labor costs (parts are free).

AlkaViva will cover all shipping costs for any return under warranty in the first 30 days. After that date, the purchaser is responsible for all shipping. We offer a 14-day return policy with a 20% restocking fee if the unit is returned in "As New" condition.

The warranty covers defects in materials and manufacture and does not cover installation/removal charges. Damage caused by misuse, neglect, improper installation, mishandling and/or environmental damage, including but not limited to, mineral buildup due to hard water or high levels of iron, poor source water quality, infestation, commercial use or electrical surges are expressly excluded. Repair or replacement will be at the final discretion of AlkaViva.

In no event shall AlkaViva or its dealers be liable for any direct, indirect, incidental or special consequential damages to property whatsoever, arising from installation and/or use of its products with improperly treated or untreated hard water. If unsure of your water quality, contact an AlkaViva water specialist first, *before* installing your machine. Limited Lifetime Warranty is valid for the life cycle of each ionizer as long as parts are still being manufactured and/or available, but not discontinued. AlkaViva reserves the right to substitute, discontinue, alter or modify any product or part thereof, at any time, without prior notice. If installed under the counter, an AlkaViva Undersink Kit must be used, otherwise warranty is voided.

Warranty is voided if repairs are made by anyone other than an AlkaViva repair technician. Warranty is also voided if third-party filters (not from AlkaViva) are used in an ionizer. Use *only* AlkaViva branded filters purchased through authorized AlkaViva sites. Any authorized

Service Authorization

Repair items must be assigned a Service Authorization Number (SA#). Items that have not been assigned an SA# will not be accepted for repair. To obtain an SA#, fill out and follow the directions on the Water Ionizer Repair/Support Form online at:

alkaviva.com/repairs