



**YOU MUST READ THIS & ACT!**

**TO ACTIVATE YOUR LIFETIME WARRANTY (LIMITED)**

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

The warranty on AlkaViva (Emco Tech) electric ionizers begins on the original purchase date. If warranty details are not received 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.

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 and any third-party fees such as installation/removal.

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.

Warranty is excluded if repairs are attempted by an unauthorized AlkaViva repair technician. Warranty is also excluded if third-party filters (not from AlkaViva) are used in an ionizer. Use *only* AlkaViva branded filters through authorized AlkaViva sites. Any authorized site will state clearly that they are an "Authorized AlkaViva Distributor".

**Warranty form can also be completed online at:**  
**<http://www.alkaviva.net/warranty-form.php>**

**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.net/repairs.php](http://alkaviva.net/repairs.php)**

**TO ACTIVATE AND VALIDATE YOUR**  
**AlkaViva LifeTime Warranty (Limited)**  
**YOU MUST RETURN THIS CARD IMMEDIATELY!**

**If you do not complete this card and send it to AlkaViva within 30 days of purchase, you will only have a one (1) year warranty.**

NAME ..... Apt/Unit # .....

STREET ..... STATE ..... ZIP .....

CITY ..... POSTAL CODE .....

PHONE ..... EMAIL .....

IONIZER MODEL ..... SERIAL # .....

DATE OF PURCHASE ..... ORDER # .....

I have read the warranty and the duty of care details and agree with the terms therein.

SIGNED .....

Please mail to: AlkaViva, LLC, 8745 Technology Way, Suite C, Reno NV 89521 (775)324-2400 Option 3