



Limited Warranty

You're Part of our Family!

Thank you for choosing Natural Choice products. We have taken extreme care to ensure the highest level of quality and your complete satisfaction. However, if you experience a problem, we are prepared to help.

30-Day Satisfaction Guaranteed

If you are not 100% satisfied within 30 days of the arrival of the appliance at your location (date of delivery, not installation), call our 800 number and we will repair or exchange your appliance at no cost to you (sorry, labor and freight charges are not covered).

After 30 days, we're still there...

Natural Choice Corporation warrants all parts to be free of defects in materials and workmanship under normal use and within the operating specifications of the products, for a period of one (1) year. Beyond the one (1) year warranty, ION drinking water appliances carry an additional two (2) year warranty on the hot water system, and a four (4) year warranty on the compressor.

Purchaser's exclusive remedies under this warranty shall be limited to the repair or replacement of the non-conforming parts, as determined by NCC, with replacements being shipped FOB Rockford, Illinois, USA.

Service labor is not covered by this warranty.

Send us your Registration Card

Within 30 days of your purchase, please fax or mail the Warranty Registration Card. It can also be downloaded on our website at www.naturalchoicewater.com/warranty.

In the Event of a Defect

We work very hard to build quality into everything we make, but if you experience a problem, call us at 815-874-4444 and our trained customer service representatives will try to solve any issues immediately over the phone.

When you call, be ready to provide the model number, serial number, and date of purchase. If necessary, we'll set up an onsite repair call (service labor not covered by this warranty), at your convenience. Depending on the service issue, we may elect to exchange your appliance with a new or reconditioned model.

Returns & Exchanges

Return of appliances to the factory for repair or replacement, you will need to pay all shipping costs, which can be estimated for you in advance of shipping. You will also need a Return Merchandise Authorization (RMA) number, sent from the factory, and you may also require special packaging and labeling information.

Carefully follow all instructions for returning the appliance. Failure to follow the instructions may result in permanent damage to the appliance and may void your warranty and incur additional charges.

Maintaining your Appliance

Your appliance is designed to perform with a minimum amount of maintenance. However, you are responsible for any required maintenance. This includes changing filters, CO2 tanks, cleaning the appliance and other routine items. Failure to maintain the appliance, including filter changes, will void all warranties, express or implied.

Other Exceptions

This warranty does not cover equipment damage or malfunction due to neglect, misuse, abuse, alteration, accident, normal wear and tear, misapplication, fire, freezing, hot water, act of God, defect in non-Natural Choice Corporation supplies, improper installation, or use with incompatible hardware.

Improper return shipping, packaging, or shipping damage is not covered unless the unit is packaged and shipped in accordance with Natural Choice Corporation packaging and shipping procedures.

NCC shall not be liable for any special, indirect, or consequential damages.

There are no warranties whatsoever on items built wholly or partially to the Purchaser's designs or specifications.

Replacement of filters and other supplies are customer maintenance responsibilities and are not covered by this warranty.

No other warranty or guarantee is made by Natural Choice Corporation. Any implied warranty of merchantability is limited to the duration of this express limited warranty and thereafter is disclaimed. Natural Choice Corporation expressly disclaims any implied warranty of fitness for a particular purpose.

IMPORTANT – No reseller is authorized to modify the terms of this warranty. Any additional warranty offered by a reseller is the sole responsibility of the reseller. This warranty is offered only to the first end-user purchaser and is not valid for subsequent purchasers.