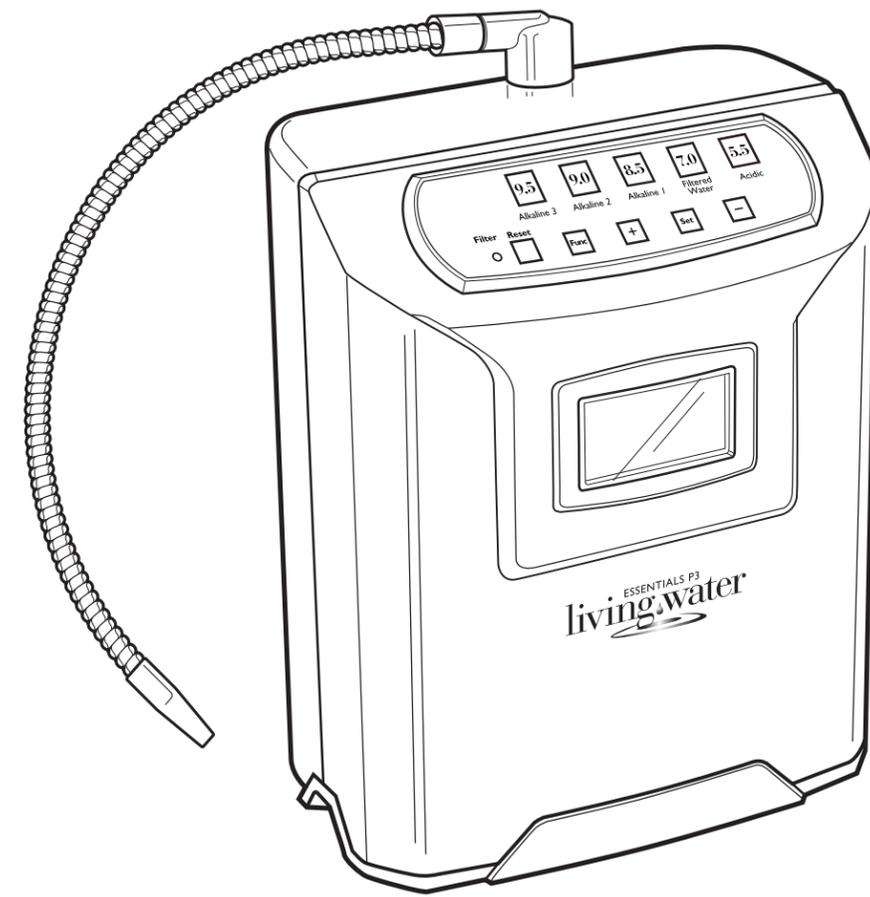


# ESSENTIALS P3 living water®



DBG Group Investments, LLC  
300 East Valley Drive  
Bristol, VA 24201  
(800)989-2299

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## OWNER'S MANUAL • P3 MODEL WATER IONIZER

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**ECOQUEST**  
THE HEALTHY LIVING COMPANY

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EA-03206

**ECOQUEST**  
THE HEALTHY LIVING COMPANY

EA-03206

CAUTION: Read manual carefully for proper procedures and operation.

## PLEASE READ THIS MANUAL PRIOR TO INSTALLATION AND OPERATION

### **Important Safety Information**

To reduce the risk of fire, electrical shock, or injury:

- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not handle plug or appliance with wet hands.
- Unplug cord from outlet before servicing or replacing filters.
- Do not use with damaged cord or plug.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not operate if connections leak or leakage appears when water source is turned on.
- Do not attempt to remove the back cover or attempt to access the inner workings of the ionizer. There are no self-serviceable components, aside from filter replacement or use of the cleaning cartridge, which is accessed by a removable cover panel.
- Keep unit away from extreme environmental conditions.
- Maintain a clean and dry area around the ionizer. Never allow the unit to sit in standing water.
- Your new water ionizer is intended as a point-of-use appliance only. Serious damage may result from misuse of your unit.
- Do not use with micro-biologically unsafe water.
- This unit may be used in conjunction with pre-filters on your tap water. It is not intended for use with reverse osmosis systems and/or water softening systems.
- DO NOT DRINK THE WATER DURING THE AUTOMATIC CLEANING CYCLE. The cleaning cycle will occur after every 40 liters of water flow. This feature helps keep minerals from building up on the electrode. The citric acid cleaning cartridge is used every 2850 Liters to clean the system.
- No medical claims have been made by the manufacturer or distributor. Always see your physician at the first signs of illness. The manufacturer or distributor is not responsible for adverse effects that may result from the use or misuse of ionized water.

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**CAUTION:** Damage will occur if unit is exposed to hot water. Be certain that only cold or room temperature water enters the water ionizer. A temperature sensor will protect the unit temporarily, but continued use of hot water will damage the ionizer.

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## PLEASE READ THIS MANUAL PRIOR TO INSTALLATION AND OPERATION

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**IMPORTANT NOTICE:** Failure to install according to the Installation Guide and in accordance with applicable city, state and local plumbing codes can result in leaks and/or water damage and will void your warranty. We expressly disclaim any liability for damage caused by leaks and/or other water damage.

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### **Chlorine and pH Test Reagents**

- Do not expose the pH or chlorine test reagents to extreme heat or flames. They are combustible. Store in a cool/dry location. Keep the reagents tightly sealed and store out of the reach of children.
- Do not drink the pH or chlorine test reagents or allow them to get into your eyes. Do not apply to the body.
  - If either is ingested, do not induce vomiting and call a physician or poison control immediately.
  - If either gets into your eyes, flush immediately with cool water. Call a physician.
  - If either gets on your body, wash off immediately with cool water. Call a physician.

### **Disclosures:**

- No medical claims are made by the manufacturer or distributor or are they responsible for any adverse effects that may result from the use, or misuse of ionized water.
- Verify with your physician that prescribed medications or existing conditions will not be affected by drinking alkaline water.
- Do not take medications with Alkaline water as alkaline ionized water may increase the effectiveness of the medication.
- Do not drink alkaline water if you have achlorhydia.
- Consult your physician before drinking alkaline water if you have:
  - A chronic disease
  - A dysfunctional liver or intestines
  - Are currently under medical treatment
- Consult your physician if you have sensitive skin or allergies before using acidic water on your skin or hair.
- Consumption of alkaline water that is too high (greater than pH 9.5) may cause diarrhea or other symptoms.
- The unit is NOT INTENDED for use on microbiologically unsafe water. If you are unsure of the safety of your water source, have your water tested by a qualified water testing laboratory.
- Failure to comply with installation and operation instructions provided in this user's manual or modification of any part of the system may invalidate the warranty. We are not liable for damage to the unit or personal injury as a result of improper installation or operation of the system.

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### **IMPORTANT: DO NOT drink any of the following water types:**

- **ANY acidic water**
  - **High pH alkaline water (above 9.5 pH)**
  - **Water produced during the auto flush (electrode cleaning) process.**
  - **When no pH value is displayed on the LED display.**
  - **When the P3 unit has not been used for more than two days, let water run for 30 seconds before consuming.**
-

**The Living Water Essentials P3 is a water ionizer** designed for countertop use or other sturdy surface where there is access to a COLD water supply, a drain and a three-prong 120 Volt electrical outlet. (US/Canada) The water supply to the water ionizer is attached to a sink faucet using a faucet head diverter valve. The alkaline water is delivered through the flexible steel hose on the unit. The acidic water drain line (3/8" tube) from the water ionizer is placed in the sink. The water ionizer power cord is plugged into a 120 Volt three-prong electrical outlet.

**NOTE: Please begin drinking alkaline water gradually as it is detoxifying. For example, drink 16 oz. of Level 1 water for several days, gradually increasing the amount you consume to your full daily amount of water. Increase one level each week until you are drinking your full daily amount of water on Level 3 (highest pH level).**

Following this gradual procedure will minimize unpleasant effects of detoxification, such as cold or flu-like symptoms, headaches, rashes, diarrhea and/or nausea. You may notice differences in bowel habits during the first days at each pH level. Urine frequency may increase and color may darken as more water is consumed and your body detoxifies. Eventually the color decreases as your body adjusts to the cleansing.

If detoxification symptoms become uncomfortable, it is suggested that you decrease to a lower level alkaline water until these symptoms subside and gradually build up again to higher pH levels.

We recommend drinking a minimum of half your weight in ounces per day for hydration. Remember, this is a minimum. One quart for every 30 pounds of body weight is better, and you can increase further as you are able.

- Water will have the strongest pH and the most ionization if the flow rate is low, approximately 2 liters per minute as displayed on the screen, or so that it takes 20-30 seconds to fill an 8 ounce glass. You will see many tiny bubbles in the water to indicate the ionization.

**⚠ WARNING: Use the 'Filtered Water Only' setting to consume medications (neutral pH of 7), as alkaline water will increase the potency of many medications. Check with your health practitioner to make sure prescribed medications for existing conditions will not be adversely affected by drinking alkaline water.**

- Never drink the acidic water by-product from your unit.

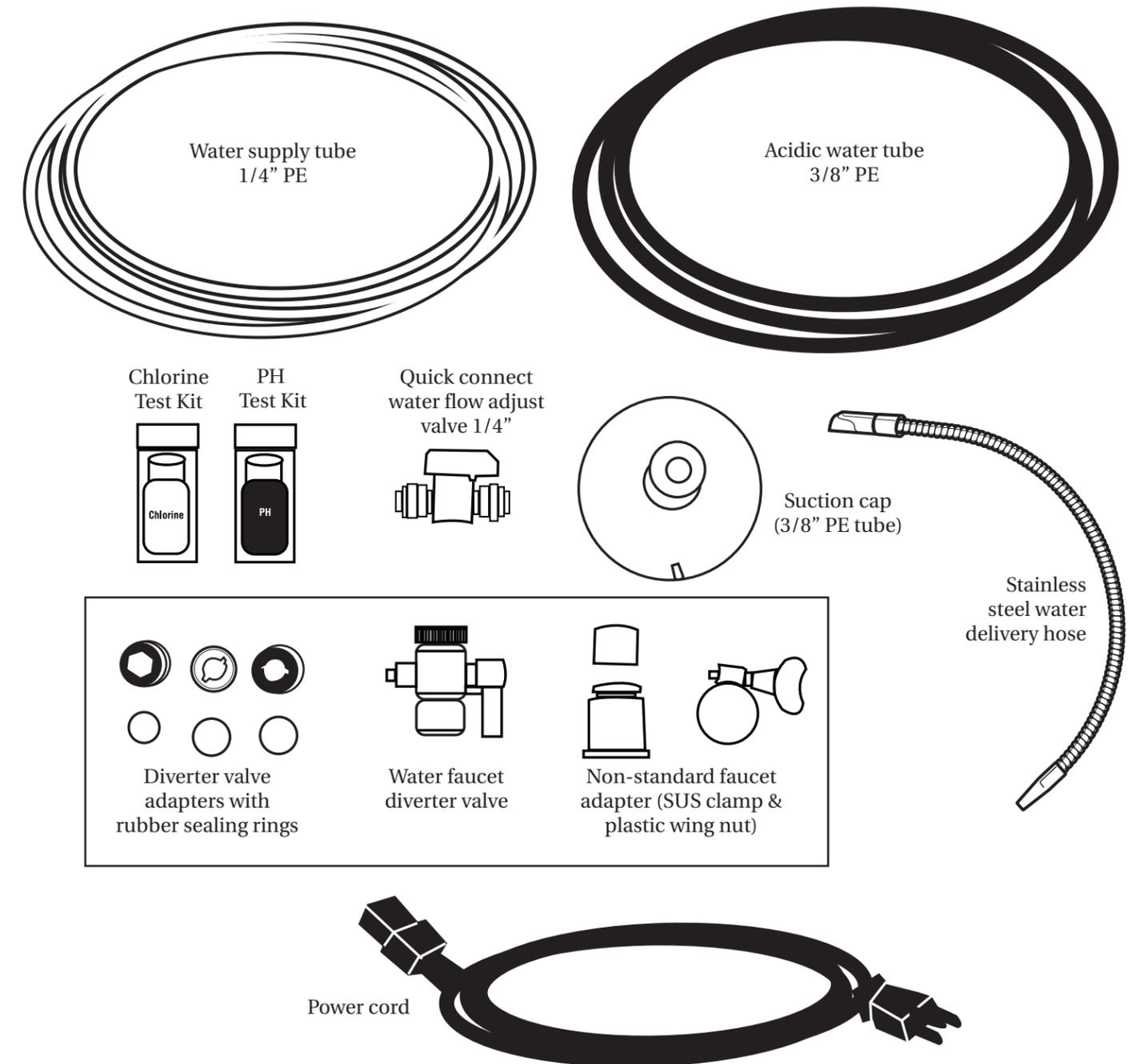
#### SPECIFICATIONS

Model:	Living Water Essentials Model P3
Voltage:	100-120 VAC 60 Hz or 220-240 VAC 50 Hz
Power:	1W-100W
Dimensions:	9" x 5.5" x 11.8" (228.6 x 139.7 x 299.72mm)
Alkaline water flow rate:	1 gallons / per min (MAX)
Acidic water flow rate:	0.5 gallon / per min (MAX)
Method:	Inverter & continued electrolysis
Electrolysis chamber:	3 Platinum baked titanium plates
ORP output:	-150 – -350mv
Filter chlorine removal:	<0.0001 PPM
Steel hose material:	Stainless steel

**NOTE: pH value setting versus actual water can be ±5%**

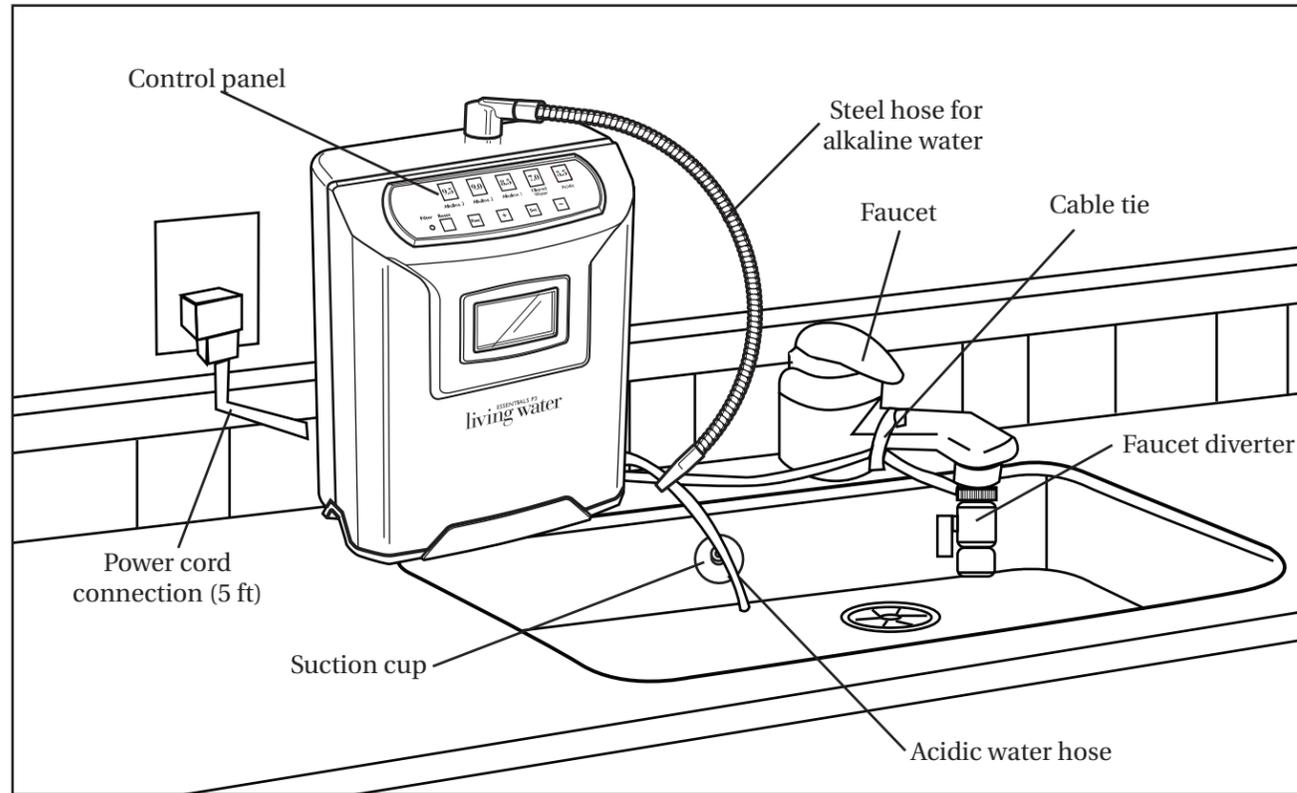
## PACKAGE CONTENTS

**All required accessories for a normal installation are included with the purchase of your water ionizer. Other parts which are not included may be required for your specific installation need. Carefully unpack your water ionizer, making sure all the parts listed on the diagram are enclosed.**



## INSTALLATION

### Setup Illustration



### Base Unit Installation

**Place the water ionizer on the countertop in close proximity to the sink. The assembly should be relatively near the spigot to maximize flow rate. Please leave at least 20cm clearance for filter replacement.**

### Optional Accessories

The quality and content of the source water provided to the water ionizer has a direct affect on the quality of the ionized water produced. This is true of ANY water ionizer. Tap water provided by municipal water companies typically has a pH value between 7.1 and 7.3 and a moderate water hardness of between 80 and 140 parts per million. Such water will generally result in the production of high quality ionized water. Water supplied from other sources may vary considerably in quality and content. Low pH water (typical of some well water) may require an additional pre-remineralization cartridge to enhance water ionization. Water with excessive sediment (typical of well water) generally requires a sediment prefilter. Your Dealer can help you decide if additional water conditioning is required.

## INSTALLATION

**IMPORTANT NOTICE:** Failure to install according to the Installation Guide and in accordance with applicable city, state and local plumbing codes can result in leaks and/or water damage and will void your warranty. Consult a professional for installation. We expressly disclaim any liability for damage caused by leaks and/or other water damage.

**NOTE:** The installation information provided may differ for your specific installation. Read the installation section thoroughly before you begin as additional installation parts may be required beyond what are included. If you are unsure what parts are required or how to make the physical connections, it is strongly recommended you contact a licensed plumber.

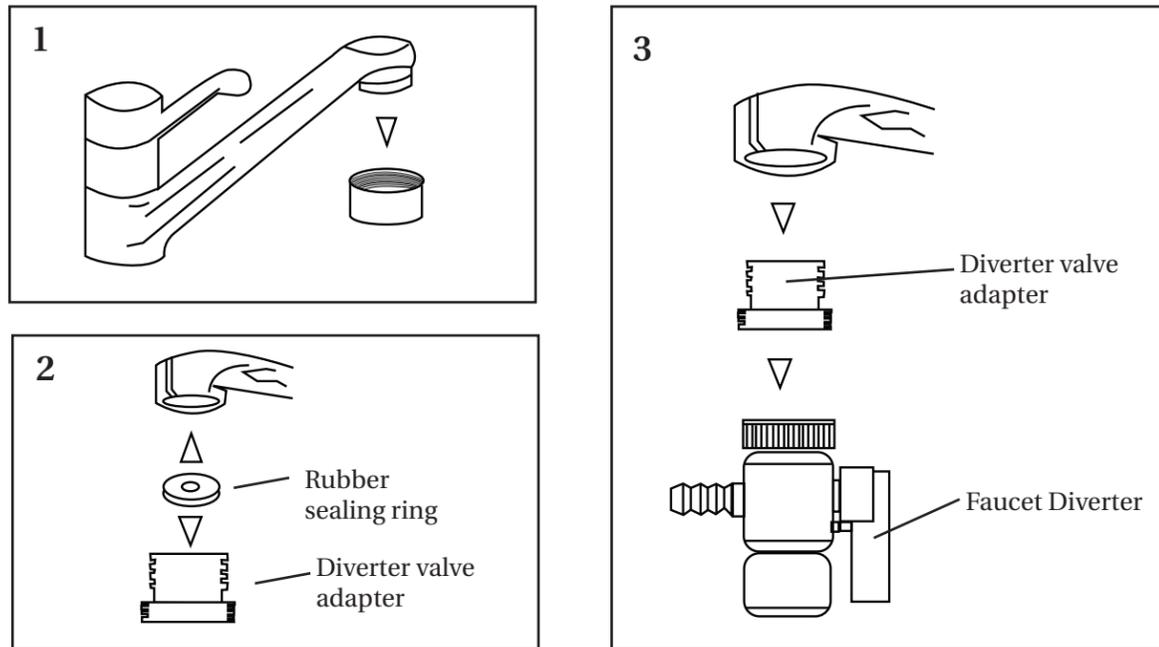
- The water ionizer MUST be plugged into a grounded (three prong) 120 Volt electrical outlet that is installed in accordance with all local codes and ordinances. Check with a qualified electrician if you are not sure whether the electrical outlet you intend to use is properly installed. Do not modify the electrical power cord or plug provided with the water ionizer and do not use a three-prong to two-prong adapter. Improper grounding can result in risk of electric shock as well as damage to the water ionizer.
- Do not plug the water ionizer into an electrical outlet that will result in exceeding the amperage rating of the outlet or electrical wiring. This can result in fire, personal injury or damage to the water ionizer.
- The water ionizer must operate in a dry location to prevent risk of electrical shock and/or damage to the unit.
- The water ionizer must operate on a FLAT/hard/level surface.
- Maximum water pressure is 50 PSI. Operating the water ionizer above this pressure will cause damage to the unit. For psi >50, use of a pressure regulator may be required.
- Connect the water ionizer ONLY to a COLD water supply. NEVER run hot water through the unit. Damage will occur if HOT WATER is supplied to the water ionizer.
- DO NOT DRINK WATER PRODUCED WHEN THE WATER IONIZER IS IN ITS CLEANING CYCLE. The cleaning cycle will automatically activate after every 40 liters of water is produced. This feature helps keep minerals from building up on the electrolysis plates.
- Use the "Filtered Water Only" setting when taking medications. Alkaline water will increase the potency of many medications. Check with your physician to make sure prescribed medications for existing conditions will not be adversely affected by drinking alkaline water on a daily basis.

**NOTE:** Insert water supply and drain lines into the quick connects until they will not go in any further. Use of the locking clip to prevent the tube from coming loose is a must. Give each line a slight tug at the point of connection to make sure the lines are properly connected and that they do not slip out. This step will ensure proper installation and avoid possible leaks from improperly installed lines.

**NOTE:** To achieve optimal pH and ORP performance it may be necessary to install the re-mineralization cartridge between the source water and P3 product.

## Faucet Diverter Installation

- Remove the aerator from the faucet head (Put this in a location where you can find it if you ever need to reinstall it onto the faucet at a later date.) This is usually done without tools by rotating counter-clockwise. (1)
- Slip on the rubber sealing ring, appropriate diverter valve adapter (2) and faucet diverter (3), and tighten firmly. The use of pliers may be required to properly tighten diverter. Wrap a piece of cloth around the diverter or aerator and then apply tool to prevent damage. With the diverter, you can use your sink normally and divert water into the ionizer as desired. Be careful not to over tighten as leakage or thread damage may occur.



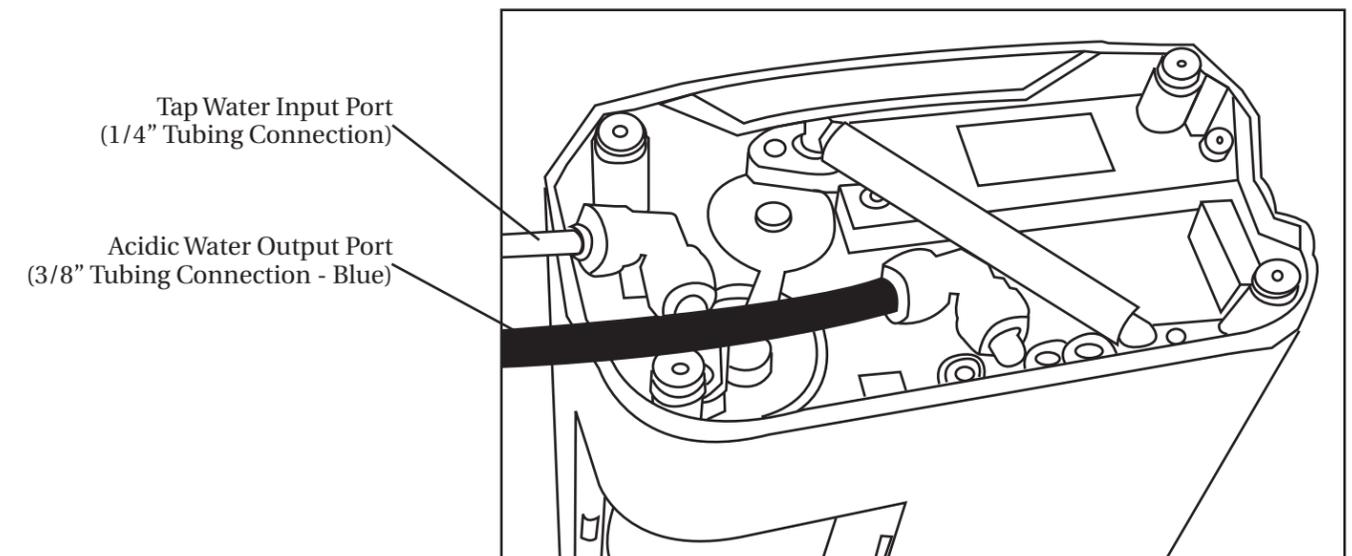
## Connecting the Water Supply

**NOTE:** When cutting tubing, be sure to cut tube square for proper installation to the quick connection.

**NOTE:** You need to remove the lock collar from the quick connect fitting before you can install the tubing. Reattach the lock collar after inserting the tube.

- Cut the 1/4" tubing (smaller diameter tubing) to a length that easily reaches from the faucet diverter valve to the bottom of the water ionizer.
- Insert one end of the cut piece of tubing onto the faucet head stem on the diverter valve.  
**IMPORTANT:** Push the tubing ALL THE WAY – onto the stem.
- Insert the other end of the tubing into the supply water IN quick connect fitting on the bottom of the unit (Remove the lock collar first). Reattach the lock collar.

**IMPORTANT:** Push the tubing ALL THE WAY into the fitting so that it does leak collar!

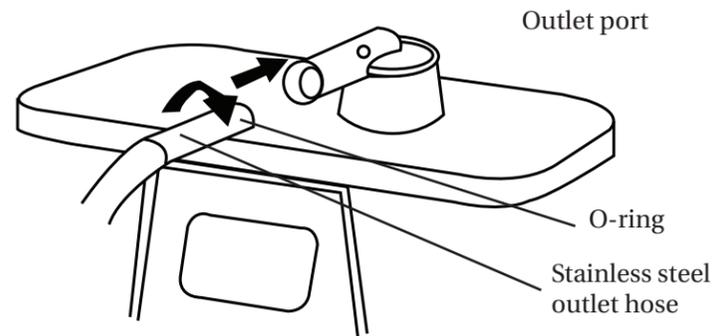


## Connecting the Drain Line

- Insert one end of the 3/8" (larger diameter) tubing into the acidic water drain OUT quick connect fitting on the bottom of the unit (remove the lock collar first). Reattach the tube lock.  
**IMPORTANT:** Push the tubing ALL THE WAY into the connector so that it will not leak.
- Place the free end of the 3/8" (larger diameter) tubing through the hole in the acidic water drain line suction cup.
- Stick the suction cup onto the side of the sink where you want the acidic water drain line located.
- Route the water supply line (1/4" tubing) and the acidic water drain line (3/8" tubing) through the notch on the bottom of the unit so that they exit the appropriate side. The quick connect connectors will swivel to accommodate exit from either side.
- Place the water ionizer in an upright position.

## Ionized Water Hose Installation

- Thread the male threads on the Ionized Water Hose into the female receptacle on top of the water ionizer.
- Hand tighten securely. **Do not** use pliers or similar tools to tighten or damage may occur.



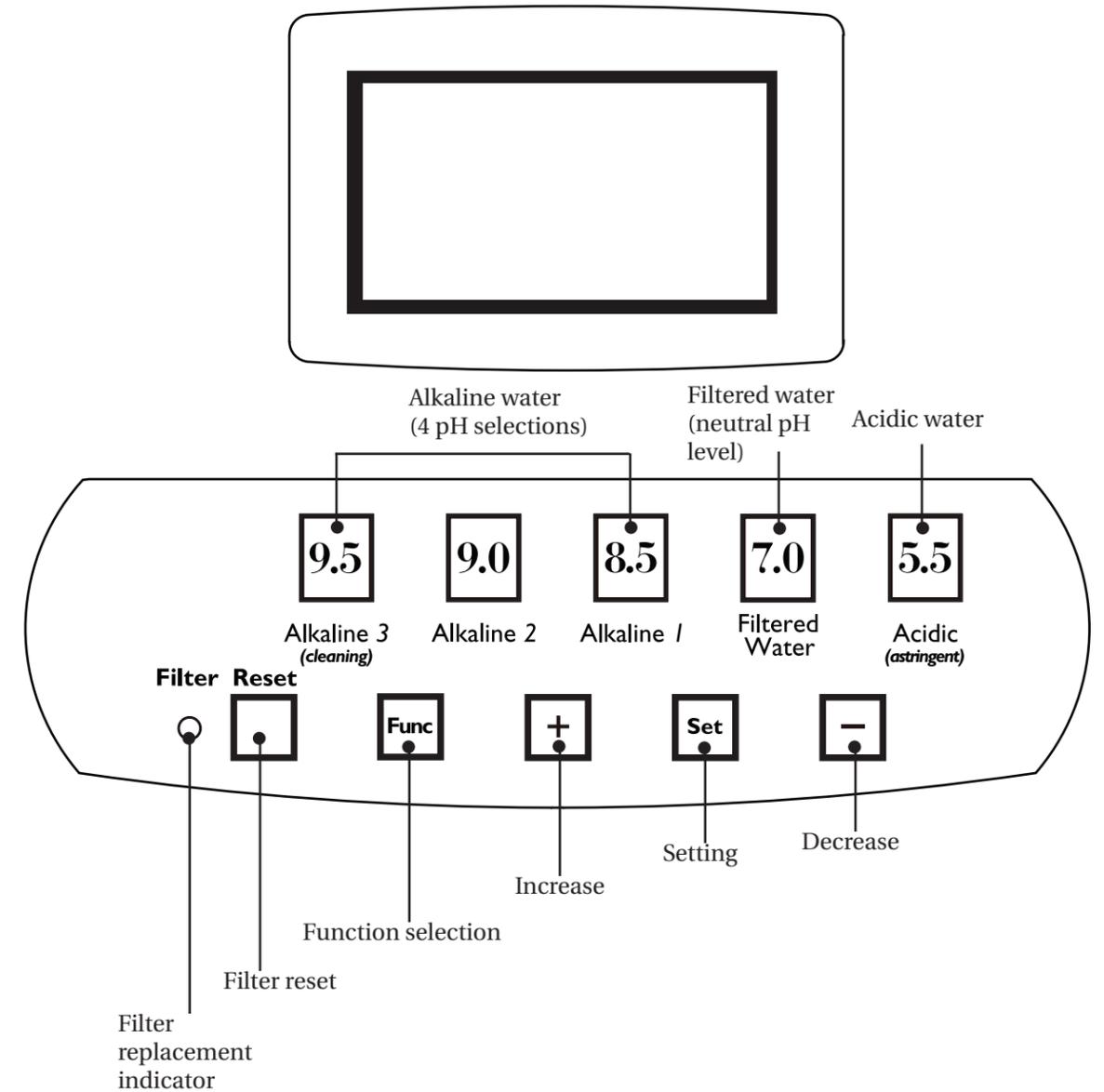
## Connecting the Power

- Insert the female end of the power cord (labeled Detachable Power Cord in photo) into the male receptacle on the bottom of the unit.
- **IMPORTANT:** Make sure it is pushed **ALL THE WAY** onto the receptacle.
- Plug the power cord into a property installed grounded, three-prong electrical outlet. The unit LED display will light up.

***NOTE:** Please note that after installing, you should let the water run for 3-5 minutes on the "Filtered Water" setting to clean out any loose carbon particles from the filter. The water may appear a darker color at first, but this will disappear as the water runs.*

## OPERATION

### LCD display



## LCD Display

**When you select a pH level of water, the LCD display will flash within 2 seconds. The first screen indicates the pH/ORP of the water. The second screen shows the water flow.**

**Acidic:** Acidic water is a pH level of 5.5, however a pH level as low as 2.6 can be achieved if the Super Charger Filter (optional) is utilized. This water is an astringent. This is not drinking water.

**Filtered Water:** Neutral water is a pH level of 7.0. This water should be used when taking medicines or with baby formula.

**Alkaline 1:** Alkaline 1 is a pH level of 8.0 – 9.0. Begin drinking water at this level for the first week, gradually increasing your consumption.

**Alkaline 2:** Alkaline 2 is a pH level of 8.5 – 9.0. Drink water at this level once you are adjusted to Alkaline 1, gradually increasing your consumption.

**Alkaline 3:** Alkaline 3 is a pH level of 9.0 – 10.0. Drink water at this level once you are adjusted to Alkaline 2, gradually increasing your consumption. In the third week and thereafter, use this water for drinking, cooking, coffee and tea.

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**NOTE:** Please note that after you turn off the water, the LCD display will automatically turn off the light one minute later. The pH selection button light will remain on.

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**NOTE:** pH and ORP values displayed may not represent actual values.

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## Automatic Electrode Cleaning

- Your water ionizer has an automatic electrode cleaning feature built in that reverses water flow across the electrodes keeping the system operating at peak efficiency. The system is programmed to enter the automatic cleaning mode after each 40 Liters of ionized water is produced. After 2850 Liters, the unit requires use of a citric acid cleaning cartridge to clean the system properly.
- While in the automatic cleaning cycle, the LCD background will illuminate RED and an audible beeping sound is heard from the machine. The automatic cleaning cycle is short, only requiring one liter of water to clean the electrodes.
- The LCD screen will display the following during the cleaning cycle.

**After the cleaning cycle is complete, alkaline and acid water is available for use.**

- The LCD display will indicate when the automatic electrode cleaning begins. The word “clean” will display inside the fan symbol after approximately 40 Liters of ionized water is produced.
- The automatic electrode cleaning cycle will begin once the predetermined amount of ionized water is reached.
- Once cleaning is performed, the LCD screen will change back to Blue.
- Every 2850 Liters, use the citric acid cleaning cartridge to clean the system.

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**NOTE:** Cleaning cycle occurs every 40 Liters of total water usage. Total water usage includes both alkaline and acidic water produced.

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## Testing the pH

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### CAUTION:

- Keep the testing kit away from fire.
  - Testing kit and/or water with testing solution should not be ingested or dropped in eyes.
  - Keep the testing kit out of children's reach.
  - If accidentally ingested, drink a lot of alkaline water and go to the hospital immediately.
  - If solution comes in contact with eyes, flush the eyes with water and go to the hospital immediately.
- 

1. Add 2 drops of the pH/chlorine testing solution to 1.0~1.5 oz sample water.
  2. Compare the resulting hue to the pH color chart. The corresponding hue is the pH level.
  3. The chlorine test result should be yellow from your tap water, and colorless from the ionized water.
- 

**NOTE:** Both the pH and chlorine test is an approximation. Digital meters are required for exact measurement.

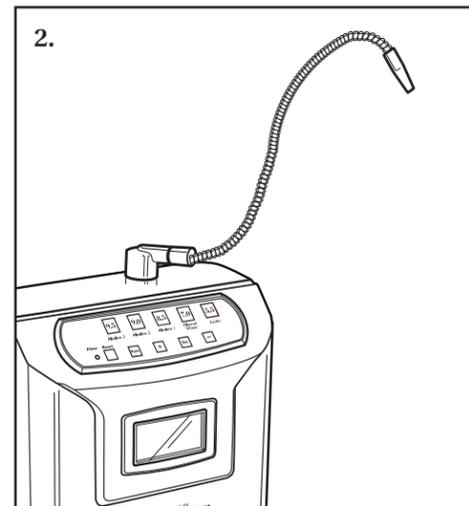
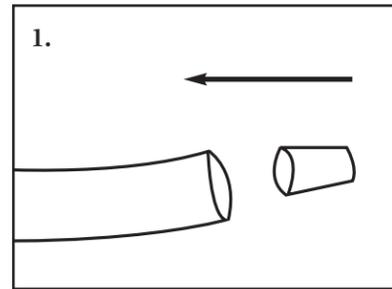
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**NOTE:** pH levels are dependent upon the TDS levels of the incoming water source. If adjustments are necessary to achieve optimal water production, contact your dealer for instructions.

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## Instructions for Cleaning the Electrode Plates

- To insure continued optimum water ionization, it is necessary that you clean the P3 ionization engine (electrodes) every 2850 gallons . This is accomplished using a cleaning cartridge that contains citric acid. Citric acid is a common food additive that poses no health risks.
- This cleaning process requires that you (1) remove the expired water filter (2) install the cleaning cartridge and (3) briefly operate the P3 to introduce the citric acid into the ionization engine. The citric acid must remain in the ionization engine for five (5) hours to insure complete cleaning.
- After the cleaning process is completed, you will install a new water filter and then you can again produce and enjoy high quality ionized water.
- Disconnect the P3 power cord.
- Remove the water filter cover. Press the tab on the side of the cover. Swing the cover on its hinges and remove it.
- Remove the old water filter cartridge by turning the filter cartridge counter clockwise as far as it will go.
- Lift the cartridge out of its seat. It might require some slight “side-to-side” movement to help loosen the cartridge.
- Install the cleaning cartridge. Insert the cleaning cartridge all the way into the filter cartridge seat. Turn the cartridge clockwise until it will no longer turn.
- Insert the cork plug (provided with the cleaning cartridge) into end of the 3/8” gray acid water drain tubing (the tube attached to the suction cup). 1.
- Position the ionized water delivery hose (attached to the top of the P3) so that the spout on the end of the hose is HIGHER than the body of the P3. Bend the end of the hose so that the spout is in a down position. 2.
- SLOWLY turn the water ON.

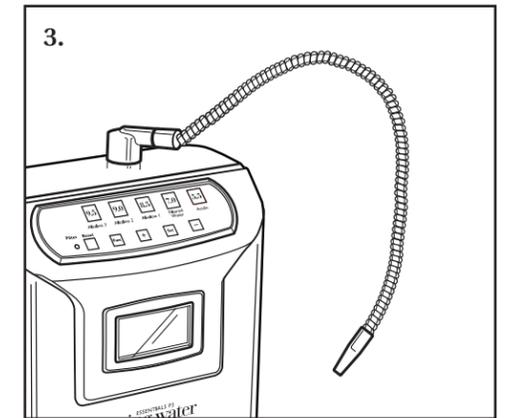


**NOTE:** You may need to physically hold the lever on the faucet diverter valve in the out position as there may not be enough water pressure to automatically keep the lever in the “on” position.

**NOTE:** Hold a glass or cup under the spout to catch the water coming out of the hose.

## Instructions for Cleaning the Electrode Plates, continued

- Adjust the water flow until there is a rapid sequence of drops coming out of the ionized water output hose.
- Let the water run (DRIP) for about ONE minute. This will insure that the ionization engine is full of cleaning fluid (citric acid).
- Turn the water OFF. Let the P3 sit (unused) for 5 HOURS.
- After 5 hours has passed, remove the cork plug from the gray acid water drain tubing.
- Remove the cleaning cartridge. Turn the cleaning cartridge counter clockwise as far as it will go. Lift the cartridge out of its seat.
- Discard the cartridge (the cartridge is designed to be used only once).
- Reinstall the filter or replace the filter if needed. Insert the filter cartridge all the way into the filter cartridge seat. Turn the cartridge clockwise until it will no longer turn.
- Replace the filter cartridge cover. Position the tabs on the cover into the slots on the body of the P3. Close the cover, securing the plastic latch.
- Reposition the ionized water output hose (on top of the P3) so that it is again pointing into the sink. 3.
- Reconnect the P3 power cord
- Turn the COLD water on FULL. Pull out the faucet diverter valve PIN to route water to the P3. Let water run through the water ionizer for 3 minutes. This will fill the new filter with water and flush out any residue citric acid from the ionization engine.
- RECHECK the water flow rate through the P3. Adjust the water flow (ball) valve (located between the faucet head diverted and the P3 water IN connector) so that the water flow rate on the LCD display reads somewhere 2.3 and 2.8 liters/minute.
- Reset the filter life count if you replaced the filter with a new one.



## FILTER REPLACEMENT

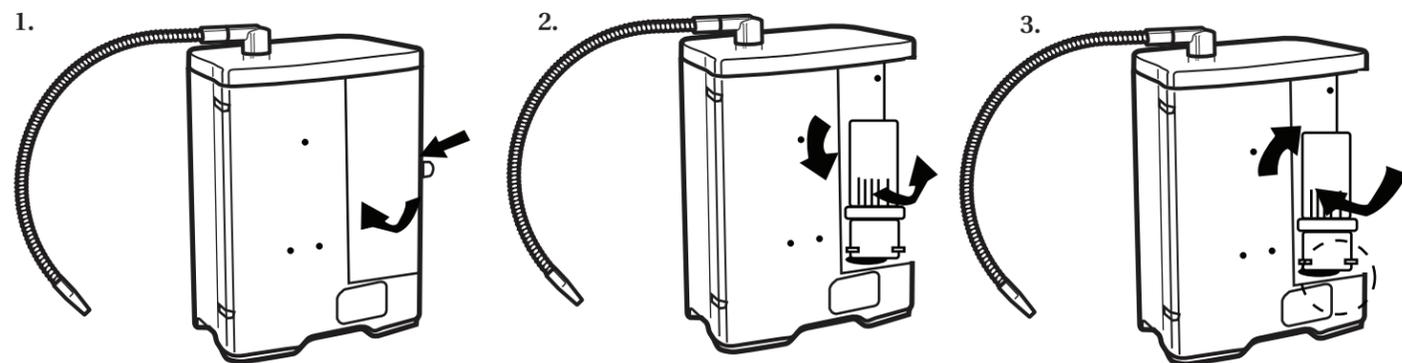
1. Replace the filter when the Filter Replacement Indicator glows red. The LCD screen will flash red as well. The light on the indicator will glow once approximately 10,000 Liters of water has passed through the ionizer. Citric acid cleaning cartridge is needed for proper cleaning every 2850 Liters.

**⚠ WARNING:** Replace the filter immediately if the following events occur:

- Water has a very bad smell.
- Unit has been unused for over one year.
- Water pressure is severely low.

**NOTE:** The filter life is reduced by low water pressure, turbid water high TDS.

1. To replace the filter, turn off the water, switch off the unit and unplug it. Next, remove the unit from the wall.
2. Press the filter access door cover and take the cover off.
3. Hold the old filter at the top and rotate counter clockwise.
4. Put the new filter in place and rotate clockwise until completely tight.
5. After changing the filter, press and hold the "set" button for 8-10 seconds.
6. LCD will display 4 selections. Press the Decrease button (-) and select the 2nd option on the display.
7. Press the "Set" button once.
8. Press the Filter Reset button once to reset filter life.
9. Filter life will indicate 10,000L. Press the "Set" button again.
10. To return to normal operation mode, press any of the pH buttons.



If there are no problems replacing the filter, then put the cover back and attach unit to the wall. In case of a leak, repeat procedure again from the start. If problem persists, contact the supplier.

**NOTE:** Please note that after changing the filter, you should let the water run for 3-5 minutes on the "Filtered Water" setting to clean out any loose carbon particles from the filter. The water may appear a darker color at first, but this will disappear as the water runs.

## TROUBLESHOOTING

<i>Problem</i>	<i>Cause</i>	<i>Solution</i>
<b>Low water pressure</b>	Water source line pinched	Check tubing for kinked or bent restrictions
	Filter is clogged	Replace with new filter (pg. 13)
	Flexible hose may be bent	Straighten hose
	Inlet valve not fully opened	Open inlet valve completely
<b>Bad smell</b>	Filter life has expired or excessive amount of sulphur in the water	Replace with new filter (pg. 13) or use a sulphur pre-filter
	Time for system cleaning	Use a citric acid cleaning cartridge
<b>Water has chlorine taste</b>		Filter needs replacing or water is too strong. Drink on lower setting
	May require an additional prefilter installed	Contact your Dealer
<b>After replacing filter, the filter life screen is still empty</b>	Filter life not reset	Reset filter life (see pg. 13)
<b>No power to LCD screen</b>	The unit is not plugged	Plug unit into power source
	The electrical outlet may not have power	Test electrical outlet or call your electrician
	The unit has a power saving mode. After not using the unit for 20 seconds, it will shut down automatically	Turn on the faucet and the unit will start again
<b>Water leakage</b>	Check all quick connect fittings, hose connections and make sure that the filter is seated properly	Re-seat filter and secure hoses and quick connect fittings on the unit
	Damaged o-rings	Check all o-rings and replace if necessary
	Water running at front of unit	Filter not locked in place. Reset filter and rotate to lock
	Water puddling under unit	Incoming or drain line not fully seated. Hose needs to be further seated in connector.
<b>pH test yields acidic when results when set on alkaline</b>	Water was tested too soon after cleaning cycle	Allow water to run for 30 seconds before testing pH again

## FREQUENTLY ASKED QUESTIONS

**Q: What is the white powder which sticks to the cup or kettle?**

A: Alkaline-forming minerals, including calcium, magnesium, sodium, potassium, iron, and manganese. The white powder will appear after boiling alkaline water. It is safe to consume.

**Q: What kind of water should be used?**

A: Only potable water should be used with the Living Water Essentials unit.

**Q: Do I have to unplug the unit if I don't use it in over one week?**

A: Yes, please remove the filter from the unit, and drain water from the filter, store it in a clean plastic bag, and unplug the unit. When you need to use it again, install the filter and let it run about 3 minutes before you drink.

**Q: Why are there little bubbles in the ionized water?**

A: It's because the water mixes with air during the ionization process.

**Q: Why is it unsafe to take medicine with ionized water?**

A: Because the water makes the medicine more absorbable in the body. A 50mg tablet could affect your body as if it were a 100mg tablet.

**Q: Can a baby drink alkaline water?**

A: No, a baby should drink regular filtered water, or pH level 7.0.

**Q: What does the acidic water do?**

A: Acidic water is for cleaning and skin cleansing. Only use it for external uses.

**Q: Who should drink ionized water?**

A: Everyone, young and old, human or animal. The alkaline effect will be beneficial to some degree to nearly everyone and everything it comes in contact with.

## LIMITED 5 YEARS WARRANTY

**Customer should not repackage and ship the Living Water Essentials because irreparable damage can occur. For warranty service, please contact your Dealer for the address of the nearest service center.**

**WHAT IS COVERED BY THIS WARRANTY -**

We warrant the Living Water Essentials (excluding filters) to the consumer, subject to the conditions below, against defects in workmanship or material, provided that the products are returned to a service location within the following time periods:

- Living Water Essentials within 5 years of date of purchase.

**INSTALLATION AND MAINTENANCE REQUIREMENTS -**

This warranty is expressly conditioned upon the following installation and maintenance requirements: (i) the Living Water Essentials must be installed in accordance with the Owner's Manual; (ii) all filters must be replaced at the intervals prescribed in the Owner's Manual (proof of filter change may be required) (iii) system must be cleaned every 2850 Liters with a citric acid cleaning cartridge and (iv) the Living Water Essentials must be used and maintained in accordance with the Owner's Manual. Failure to meet any of these requirements will void this warranty. Servicing your Living Water Essentials by parties other than our authorized representative and/or using parts other than genuine parts will also void this warranty.

**HOW TO OBTAIN WARRANTY SERVICE -**

Customer must contact our Dealer and provide proof of purchase within the above time periods. We will repair or replace and return the product, without charge and within a reasonable period of time, subject to the conditions in the above paragraphs, if its examination shall disclose any part to be defective in workmanship or material. If we, in our discretion, are unable to repair the product after a reasonable number of attempts we will provide either a refund of the purchase price or a replacement unit, at the company's option.

**WHAT IS NOT COVERED BY THIS WARRANTY -**

This product is intended for household use only and only for use with municipal water systems. Ordinary wear and tear shall not be considered a defect in workmanship or material. These warranties do not apply to filters nor for loss or damage caused by accident, fire, abuse, misuse, improper installation, leaking, modification, misapplication, commercial use, or by any repairs other than those provided by our authorized Service Center. This warranty does not cover any water damage.

**EXCLUSION OF OTHER WARRANTIES AND CONDITIONS -**

EXCEPT AS PROVIDED HEREIN, WE MAKE NO REPRESENTATION OR WARRANTY OF ANY KIND. ALL OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ARE HEREBY EXPRESSLY DISCLAIMED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**LIMITATION OF LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES -**

WE SHALL NOT IN ANY CASE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM BREACH OF EXPRESSED OR IMPLIED WARRANTIES, CONDITIONS, GUARANTEES OR REPRESENTATIONS, BREACH OF CONTRACT, NEGLIGENCE OR ANY OTHER LEGAL THEORY. Such excluded damages include, but are not limited to, loss of profits or revenue, and loss of the use of the products, and any loss caused by leaks or other water damage.

**FOR U.S. APPLICATION ONLY -**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on warranties, or on remedies for breach. In such states, the above limitations may not apply to you.

**FOR CANADIAN APPLICATION ONLY -**

Exclusion of Subsequent Owners: Except as otherwise required by applicable legislation, this warranty is not transferable. This warranty gives you specific legal rights and you may also have other rights which vary from province to province. Some provinces and territories do not allow limitations on warranties, or on remedies for breach. In such provinces or territories, the above limitations may not apply to you. If any provision of this warranty or part thereof is held by a court of competent jurisdiction to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions or parts thereof will not in any way be affected or impaired within the jurisdiction of that court. This entire warranty shall continue to be valid, legal and enforceable in any jurisdiction where a similar determination has not been made.

**This warranty is provided by DBG Group Investments, LLC, 300 East Valley Drive, Bristol, VA, 24201.**

## Service

Every effort is made to ensure that customers receive an up-to-date instruction manual on the use of our products; however, from time to time, modifications to our products may without notice make the information contained herein subject to alteration. For the latest information, please visit [www.ecoquestintl.com](http://www.ecoquestintl.com).