



## Nexus Water Ionizers Lifetime Warranty

**Warranty Term:** For your lifetime you won't be charged more than \$100 for any repair covered by this warranty [in most cases it would be less]. For the first 5 years any defect which develops or spontaneous malfunction is repaired free of charge.

**Warranty Details:** The Nexus water ionizers have passed precise inspection by the manufacturer under strict quality control and are expected to last over 15 years. In case the product is found to have a defect within the warranty term, contact our United States authorized agent or the agent from whom you purchased the unit. Save your invoice, packing slip and print off this warranty card for proof of your entitlement to repair under this warranty. The agent will notify you as to how to properly return the unit for repair or replacement. No returns will be accepted without pre-approval.

**Exclusions to Warranty:** This warranty does not cover damage caused by customer error or misuse, drops, rough shipping, improper care, collisions, fire, flooding or natural disaster. It is specifically covering defects in the product itself. However our repair depot is more than happy to repair your water ionizer if the damage is caused by accident at the going rate for repairs and parts.

**Note:** If you have excess sodium, due to a water "softener", or iron in your source water, you would need to filter them out as part of the expected proper care. Do not put salt in your mineral port of any Nexus water ionizer. Sodium and iron are both highly electrically conductive and could cause undue damage to your water ionizer over time. If you live in a hard water area, please note that cleaning scale from inside a water ionizer is not offered as a free service, however we will send you instructions of how to do this easily yourself. Proper care of the water ionizer is necessary and is your responsibility as the consumer.

**Shipping Costs:** You will be shipped a water ionizer that is in good working condition. If not, we will replace it without charging you shipping costs. After that, all shipping [both ways] for warranty fulfillment is the responsibility of the purchaser.

**Notes:** We reserve the option to repair or replace unit [with same or comparable unit]. If you have questions related to the Nexus water ionizers or their warranties, you may contact Alkaline Water Plus, 1-888-692-5525, [support@alkalinewaterplus.com](mailto:support@alkalinewaterplus.com).

### **Transfer of Ownership:**

You may transfer ownership, but the new owner will need to be given the documentation that proves the water ionizer was purchased by Alkaline Water Plus, our US authorized agent.

This warranty is backed by both the manufacturer of Nexus water ionizers and the US authorized agent. This warranty is transferrable if you fill out the proper paperwork, available through our agent, however if you do transfer ownership the life of the warranty becomes 15 years from the original date of sale.