



Installation, Operation and Maintenance Manual

WARNING: Please read carefully before proceeding with installation. Failure to follow any of the attached instructions or operating parameters may lead to the product's failure.

Save manual for future reference.

AlkaViva Reverse Osmosis System with Re-mineralizer



Refer to enclosed warranty for operational parameters to ensure proper use with your water supply.

With proper installation and maintenance, this system will provide you with high quality water for years to come.

Thank you for your purchase of a state of the art Reverse Osmosis (RO) water treatment system. Water quality concerns are becoming more of a focus for the public. You may have heard about contaminants in drinking water, such as Arsenic, Chromium, Cryptosporidium or Giardia. There may also be some local water issues such as high levels of Lead and Copper. In addition to these toxic contaminants, your water can contain high levels of hardness and/or TDS that may not be harmful to you, but can cause damage to expensive household appliances and plumbing fixtures. This AlkaViva water treatment system has been designed and tested to provide you with high quality purified water for years to come. The following is a brief overview of the system.

Your Reverse Osmosis System:

Osmosis is the process of water passing through a semi permeable membrane in order to balance the concentration of contaminants on each side of the membrane. A semi permeable membrane is a barrier that will pass some particles like clean drinking water, but not other particles like arsenic and lead.

Reverse osmosis uses a semi permeable membrane; however, by applying pressure across the membrane, it concentrates contaminants (like a strainer) on one side of the membrane, producing crystal clear water on the other. This is why RO systems produce both clean water and waste water that is flushed from the system. This reverse osmosis system also utilizes both carbon block filtration technology and pH balancing re-mineralization filtration technology, and can therefore provide a higher quality water than carbon filtration systems alone.

Your system is a five stage RO which is based upon separate treatment segments within the one complete water filtration system. These stages are as follows:

Stage 1 - Sediment filter, recommended change 6-12 months.	The first stage of your RO system is a five micron sediment filter that traps sediment and other particulate matter like dirt, silt and rust which affect the taste and appearance of your water.
Stage 2 - Carbon filters, recommended change 6-12 months.	The second stage contains a 5 micron carbon block filter. This helps ensure that chlorine, chloramines and other materials that cause bad taste and odor are greatly reduced.
Stage 3- Membrane, recommended change 18-24 months.	Stage three is the heart of the reverse osmosis system, the RO membrane. This semi permeable membrane will effectively take out TDS, Hardness & Sodium and a wide range of contaminants such as Perchlorate, Chromium, Arsenic, Copper, Lead as well as Cysts, such as Giardia and Cryptosporidium. Because the process of extracting this high quality drinking water takes time, your RO water treatment system is equipped with a storage tank and a permeate pump to decrease tank fill time.
Stage 4- Re-mineralizing filter, recommended	Stage four is an in-line re-mineralizing filter which

change 6-12 months.	will restore important minerals (that were lost during the first three stages) back into your water.
Stage 5- Carbon in-line filter (also called Taste & Odor filter), recommended change 6-12 months.	The final stage is an in-line granular activated carbon (GAC) filter also called a Taste & Odor filter. This filter is used after the water storage tank, and is used as a final polishing filter providing the best tasting water.

Note: Filter & Membrane life may vary based upon local water conditions and/or use patterns. Generally stages 1, 2, 4 and 5 should be replaced after 1,000 gallons whereas stage 3 should be replaced after 2,000 gallons.

System Maintenance

Just because you cannot taste it, does not mean that it is not there. Contaminants such as Lead, Chromium and Arsenic are undetectable to the taste. Additionally, over time if you do not replace the filter elements, other bad tastes and odors will be apparent in your drinking water.

It is important to change out your filters at the recommended intervals as indicated in this system manual. When replacing the filter elements, pay special attention to any cleaning instructions. Should you have any further questions please contact AlkaViva or your installer.

Operational Parameters

Do not use with water that is micro biologically unsafe or of unknown quality without adequate disinfection before or after the system. System is intended to be installed on the cold water line only.

Operating Temperatures:	Maximum 100°F (37.8°C)	Minimum 40°F (4.4°C)
Operating Pressure:	Maximum 85 psi (6.0 kg/cm ²)	Minimum 40 psi (2.80 kg/cm ²)
phi Parameters	Maximum 11	Minimum 2
Iron	Maximum 0.3 ppm	
TDS (Total Dissolved Solids)	<2000ppm	
Turbidity	<5NTU	

Hardness: Recommended hardness not to exceed 15 grains per gallon, or 260ppm. System will operate with hardness over 15 grains but the membrane life may be shortened. Addition of a water softener may lengthen the membrane life.

Water Pressure: The operating water pressure in your home should be tested over a 24 hour period to attain the maximum pressure. If the incoming water pressure is above 85 psi a pressure regulator is recommended and if over 100 psi then a pressure regulator is required.

Copper Tubing: Reverse Osmosis water should not be run through copper tubing as the purity of the water will leach copper causing an objectionable taste in water and pin holes may form in the tubing. Only use the tubing provided with your RO system. Be sure to follow any state or local regulations during installation.

Contents of Reverse Osmosis (RO) System

- 1 Tank 1 Manual 1 Parts Bag 1 Module

Also, depending on your system, you will have either:

- 1 RO Faucet **-OR -** 1 or 2 Blank (empty) Filter(s) for use in your ionizer

Note: The Blank Filter(s) will replace any existing filter(s) inside your ionizer.

If you are missing any of these items, please contact AlkaViva at 775-324-2400 **prior** to installing.

Tools Recommended For Installation

- | | | |
|------------------------------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> 1 ¼" Hole Saw Bit for Faucet opening | <input type="checkbox"/> Sharp Knife | <input type="checkbox"/> Needle Nose Pliers - Adjustable Pliers |
| <input type="checkbox"/> Round Knock out Punch for Stainless Sinks ½" & 1 ¼" | <input type="checkbox"/> 1/2" & 5/8" Open End Wrenches | <input type="checkbox"/> Electric Drill |
| <input type="checkbox"/> Adjustable Wrench | <input type="checkbox"/> Phillips Screw Driver and bit | <input type="checkbox"/> 1/8", ¼", 5/16" & 3/8" Drill Bit |

Drill a Hole for the Ionizer Supply Line or Faucet in a Porcelain Sink

Note: The following instructions will guide you through the steps that may be necessary to either run the supply line that will bring RO water to your ionizer or, if you are not using an ionizer, install the provided RO faucet. Most sinks are pre-drilled with a 1 ½" or 1 ¼" diameter hole that you can use for running the supply line to your Ionizer or for your RO faucet. (If you are already using it for a sprayer or soap dispenser, see step 1. Otherwise, please proceed to Feed Water Valve Installation step 6 on next page.)

Porcelain sinks are extremely hard and can crack or chip easily. Use extreme caution when drilling. AlkaViva accepts no responsibility for damage resulting from the installation of faucet. Diamond tip bit recommended.

Step 1

Determine desired location for the hole where the ionizer supply line or RO faucet will be installed on your sink and place a piece of masking tape over where the hole is to be drilled. Mark the center of the hole on the tape.

Step 2

Using a variable speed drill set on the slowest speed; drill a 1/8" pilot hole through both porcelain and metal casing of sink at the marked center of the desired location. Use lubricating oil or liquid soap to keep the drill bit cool (If drill bit gets hot it may cause the porcelain to crack or chip).

Step 3

If you are installing the RO in conjunction with an ionizer, using a 5/16" bit, proceed to drill the final hole. If you DO NOT have an ionizer, using a 1 ¼" hole saw, proceed to drill the large hole for the RO faucet. Keep drill speed on the slowest speed and use lubricating oil or liquid soap to keep the hole saw cool during cutting.

Step 4

Make sure the surroundings of the sink are cooled before mounting the faucet to the sink after drilling and remove all sharp edges.

Punch a Hole for the Ionizer Supply Line or Faucet in a Stainless Steel Sink

Note: If you are installing the RO in conjunction with an ionizer and have a stainless steel sink, you will need a 1/4" drill bit and a 1/2" Hole Punch. If you do not have an ionizer and are mounting the faucet to a Stainless Steel Sink, you will need a 1/4" drill bit and a



1/2" & 1 1/4" Hole Punch. The opening should be centered between the back splash and the edge of the sink, ideally on the same side as the vertical drain pipe.

Step 5

If you are installing the RO in conjunction with an ionizer, drill a 1/4" pilot hole. Use the 1/2" Hole Punch and an adjustable wrench to punch the hole in the sink. If you do not have an ionizer and are installing the faucet, first drill a 1/4" pilot hole, then use the 1/2" Hole Punch and an adjustable wrench to punch the hole in the sink. Change to the 1 1/4" Hole Punch to enlarge the hole. The faucet can now be installed.

Feed Water Valve Installation

Water supply line to the system must be from the cold water supply line only. Hot water will severely damage your system.

Step 6

Turn off the cold water supply to the faucet by turning the angle stop valve completely off.

Step 7

Attach the adapt-a-valve as illustrated in the three photos above, choosing the configuration that fits your plumbing.



Note: Teflon tape should NOT be used with the Adapt-a-Valve.

Drain Saddle Installation

Drain Saddle fits standard 1 1/4" - 1 1/2" drain pipes

Caution: If you have a garbage disposal, do not install the drain saddle near it. Installation of the drain saddle must be either above the garbage disposal, or if a second sink drain is available, install it above the cross bar on the second drain. Installation of the drain saddle near a garbage disposal may cause the drain line to plug. If no other installation of drain line is available, please contact AlkaViva as we offer drain line installation kits that can be used with garbage disposals.



Step 8

Gather the pieces of the drain saddle

Step 9

The small square black foam gasket with a circle cut out of the middle must be applied to the inside of the drain saddle. Remove sticky tape backing and stick to the drain saddle as shown.



Step 10

The drain saddle must be mounted at least 1 1/2" above the nut of the P-trap or cross bar from the garbage disposal to insure proper drainage. Assemble the drain saddle around the drain pipe at the best available location. Using a Phillips screw driver, tighten screws evenly and securely on both sides of the drain saddle. Keep the plastic compression nut off at this time.

Caution: Do not over tighten the screws. It may crack the drain saddle.

Drill hole and Connect 3/8" Black Tube from the RO Module to the Drain Saddle

Step 11

With the drain saddle secured onto the drain pipe, using a 1/4" drill bit installed in your electric drill, insert the drill bit through the opening in the drain saddle and drill through the drain pipe.



Caution: It is very important to keep the drill centered to prevent damage of the drain saddle while drilling.

Step 12

Locate the 3/8" black tube in the parts bag. Measure it from the RO Module permeate pump (black round part in between the sediment and pre-carbon filters) Brine Out to the drain saddle on the drain pipe and make a straight cut to the correct length.

**Step 13**

Slip black tube through black compression nut. Insert black tube into the opening in the drain saddle and hand tighten the black nut, and add 1/4 turn with a wrench.

Green Tube Connection - Feed Water

Step 14

Locate the 1/4" green tube in the parts bag. Connect the green tube to the RO Module open quick connect fitting on the left side of the unit (Labeled "IN"). Insert the open end of the green 1/4" tube into the open 1/4" quick connect fitting on the plastic water feed valve making sure the tube is pushed in all the way to the tube stop.

Tank Valve Installation

Step 15

Teflon tape must be applied in a clockwise direction. Wrap 5 to 7 turns around the male pipe threads (MPT) on the Stainless Steel fitting on top of the tank.

Step 16

Thread the plastic valve onto the tank fitting. Do not over tighten or the valve could crack.



Blue Tube Connection - RO Module to Storage Tank

Step 17

Locate the 3/8" blue tube in the parts bag. The final filter is clipped on to the top of the membrane housing (Ribbed) on the top of the RO Module. Connect the 3/8" blue tube to the 3/8" TEE open port on the left side of the final filter making sure the tube is pushed in all the way to the tube stop.

Step 18

Position the storage tank in desired location. Stand it upright or lay it on its side (using the black plastic stand provided). Measure the blue tube from Tee fitting to TANK and cut it to desired length.

Step 19

Insert the open end Blue 3/8" tube into the 3/8" opening on the tank ball valve.

White Tube Connection - RO Module to Ionizer or RO Faucet

Step 20

If you are using your RO in conjunction with an ionizer, connect either the ¼" white supply tube that came with your ionizer, or the ¼" white tube in the parts bag of your RO to the tap water inlet located on the bottom of your ionizer. Direct the open end on this tube down through the preexisting hole, or the hole created in steps 1-5 above.

The open end of this tube will now connect to the open ¼" quick connect fitting located on the right side of the final filter located on top of the membrane (ribbed) on the top of the RO module. (It will be the only open ¼" quick connect fitting available.)

If you are using the installed RO Faucet, in the parts bag locate the 1/4" white tube. Connect the 1/4" white tube to the inlet on the bottom of the RO faucet. The open end of this tube will now connect to the open 1/4" quick connect fitting located on the right side of the final filter located on top of the membrane (ribbed) on the top of the RO module. (It will be the only open 1/4" quick connect fitting available.)

Reverse Osmosis Module Mounting

Step 21

Determine the best location for the RO module to be mounted to allow for future system maintenance. The parts bag has 2 self tapping screws. Using an electric drill with a Phillips bit, screw them into the cabinet wall 6" apart and 16" from the bottom of the cabinet.



Congratulations! You have completed the installation of your new Reverse Osmosis system.

Now, please follow the Startup Instructions:

Startup Instructions

Step 1

Turn on the incoming cold water at the angle stop valve. Open the feed water valve. Check the system for leaks and tighten any fittings as necessary. (Check frequently over the next 24 hours to ensure no leaks are present).

Step 2

If you are using the RO in conjunction with an ionizer, leave all controls in the OFF position. Otherwise, open the RO faucet and leave it open until water begins to trickle out.

Step 3

Leave the ionizer off, or close the RO faucet allowing the storage tank to fill with water. It may take 4 to 6 hours to fill the tank completely depending on the production capability of the membrane, local water temperature and water pressure.

Note: During the fill period you may hear water trickling due to the Reverse Osmosis Process.

Step 4

After the Tank has filled, turn on the ionizer.

If you are connecting the RO to ionizer models JP-104 (Melody), JP-107 (Venus) or JS-205 (Athena), ensuring the power switch located on the back panel of your ionizer is in the on position, turn the flow

control knob on the front of the ionizer fully to the left to the on position. The water flow may take several minutes before it is produced at the ionizer outlet(s). This is normal. Once adequate flow has been established, set the ionizer to the purified setting and let the water flow until the tank is empty. You will know that the tank is empty when the ionizer shuts itself off.

If you are connecting your RO to ionizer models IO400U (Delphi), JP-108 (Aquarius) or JP-109 (Orion), ensuring the power switch located on the back panel of your ionizer is in the on position, you will need to press the power button to turn the system on. The water flow may take several minutes before it is produced at the ionizer outlet(s). In this time, the system may shut itself off. This is normal.

You may need to turn the system on multiple times before you produce enough water flow to maintain power. Once adequate flow has been established, set the ionizer to the purified setting and let the water flow until the tank is empty. You will know that the tank is empty when the ionizer shuts itself off.

If you are not connecting the RO to an ionizer, turn on the RO faucet, and let the water flow until the tank is empty. You will know the tank is empty when the flow rate from the RO faucet is down to a trickle.

Repeat these steps two more times. The fourth tank can be used for drinking.

The flushing process should take about a day to complete.

Note: Flushing of the tank 3 times is only necessary during the initial startup and after replacing the membrane. If you are unable to establish flow from your RO and/or ionizer, please contact Technical Support at (775) 324-2400/ Option 2 for assistance.

System Maintenance

6-12 Month Maintenance (Approx 1000 gallons)

Note: Depending on your water conditions and usage, this filter replacement may need to happen more frequently. Note: You will want to replace your membrane every 2000 gallons (generally 18-24 months). We also recommend following the sanitizing procedure on the following pages at time of filter replacement.

AlkaViva Annual Replacement Package includes:

- | | |
|-------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Sediment Filter | <input type="checkbox"/> Carbon Block Filter |
| <input type="checkbox"/> Re-mineralizing Filter | <input type="checkbox"/> Post Tank Taste & Odor (GAC) Filter |

Filter Replacement Instructions

Step 1

Turn off the incoming water supply to the RO at the feed water valve. (Follow the green tube away from the RO system to find the valve.)

Step 2

Close ball valve on the storage tank and turn on the ionizer or open the RO Faucet to depressurize.

Step 3

Let system sit for one minute after Step 2 to let the system depressurize before attempting to remove filter housings. (See - How to Remove / Install Filter Housings below)

Step 4

For more leverage you may leave the RO module attached to wall of cabinet. If you are unable to access the module while it is mounted, remove it prior to changing filters. Remove stage one housing (left side of module) by turning it counter clockwise (left), empty water, then discard filter.

Step 5

Remove stage two housing (right side of module) by turning it counter clockwise (left), empty water, then discard filter.

Step 6

Clean the filter housings with a mild soap solution and rinse with water. Check O-rings and lubricate with water soluble lubricant. KY Jelly® or other water based lubricants may be used. Petroleum based lubricants (such as Vaseline®) must not be used.

Caution: Before re-installing the filter housings back on to the system, check O-rings to make sure they are still in place.

Step 7

Insert the new sediment filter (cloth like appearance) into the stage 1 housing and re-install housing.

Step 8

Insert the new Carbon Block filter (White End Caps) into the stage 2 housing and re-install housing.

Step 9

The in-line re-mineralizing filter is clipped to the top of the reverse osmosis membrane housing (Ribbed). Remove it from the holding clips and remove the compression fittings on both ends of the filter. Install fittings on to new filter and reconnect. (Discard used re-mineralizing filter after removal.)

Step 10

The final in-line filter is also clipped on to the top of the reverse osmosis membrane housing (Ribbed). Remove it from the holding clips and remove the compression fittings on both ends of the filter. Install fittings on to new filter and reconnect. (Discard used final filter after removal)

Note: The flow arrow on the re-mineralizing filter and the final filter must be pointing from left to right.

How to Remove / Install Filter Housings

Important: When performing a filter change, be sure to follow all of the steps.

To Remove:	To Install:
1. Push housing up and twist to the left	1. Push housing into the threaded housing cap
2. Pull downward	2. Twist housing to the right until seated and pull down to make sure it is secure

NOTE! Do not over tighten filter housings! Filter housing should be hand tightened up till the filter cartridge seats to the filter bowl. The seal is made as soon as the filter cartridge is pressed against the inside of the housing and is not improved by tightening more.

System Sanitation

NOTE: If you are using your RO in conjunction with an ionizer, ensure the ionizer is set to the Purified setting prior to sanitation.

Step 1

Remove the RO membrane from its housing and rest in a clean sanitary place. (Refer to Membrane Replacement section for directions on removing the membrane). Replace cap onto empty membrane housing and re-connect white tubing.

Step 2

Leaving the filters out, replace stage 2 empty filter housing (hand tight) onto unit. Measure & pour either 1/2 cup of hydrogen peroxide or common household bleach into the 1st filter housing (Stage 1) and hand tighten onto unit.

Step 3

If you are using your RO in conjunction with an ionizer, turn the ionizer off. Otherwise, set the RO faucet to the closed position turn on the incoming water supply to the system. Wait 1 minute for the unit to pressurize. Turn on the ionizer in the Purified setting or turn on the RO faucet and let the water run for 30 seconds. Turn off the ionizer or the RO faucet and let the unit rest for 2 minutes. Finally, turn on the ionizer in the Purified setting or open the RO faucet and let the water run for 5 more minutes.

Step 4

Turn off the incoming water supply to the system. Keep the ionizer on or the RO faucet open until the storage tank is completely drained.

Step 5

Open the membrane housing and re-install the RO membrane while making sure not to kink the O-rings. (Refer to Membrane Replacement section for directions on installing the membrane). Tighten the cap back on the housing and reconnect white tubing.

Step 6

Remove filter housings Stage 1 and 2 and empty of water.

Caution: Before re-installing the filter housings back on to the system, check O-rings to make sure they are still in place and lubricate with water soluble lubricant.

Step 7

Insert the new sediment filter (cloth like appearance) into the 1st filter housing which is the one on the water inlet side (green tubing from the adapt-a-valve) of the RO system and re-install housing.

Step 8

Insert the new Carbon Block filter (White End Caps) into the 2nd housing and re-install housing.

Step 9

The in-line re-mineralizing filter is clipped on to the top of the reverse osmosis membrane housing (Ribbed). Remove it from the holding clips and remove the compression fittings on both ends of the filter. Install fittings on to new filter and re-connect. (Discard used re-mineralizing filter after removal)

Step 10

The final in-line filter is clipped on to the top of the reverse osmosis membrane housing (Ribbed). Remove it from the holding clips and remove the compression fittings on both ends of the filter. Install fittings on to new filter and re-connect. (Discard used final filter after removal.)

Note: The flow arrow on the re-mineralizing filter and the final filter must be pointing from left to right.

Tip: This is a good time to check the air pressure in your storage tank.

Step 11

Follow Startup Procedure.

This reverse osmosis system contains a replaceable component (the RO membrane) which is critical to the efficiency of the system. Replacement of this reverse osmosis membrane should be with one of identical specifications as defined by AlkaViva to assure the same efficiency and contaminant reduction performance.

Membrane Replacement

Membranes have a life expectancy between 18 and 24 months, depending on the incoming water conditions and the amount the RO system is used. This reverse osmosis membrane is critical for effective reduction of hardness and total dissolved solids (TDS). The product water should be tested periodically to verify that the system is performing satisfactorily. Normally, a membrane would be replaced during a semiannual or annual filter change. However, if at any time you notice a reduction in water production or an unpleasant taste in the reverse osmosis water, it could be time to replace the membrane. AlkaViva recommends replacing the membrane when hardness or TDS reduction falls below 75%.

Step 1

Turn off the incoming water supply to the RO.

Step 2

If you are using your RO in conjunction with an ionizer, turn on your ionizer, otherwise, open the RO Faucet and allow water to drain from the tank until it is completely empty. You will know the tank is empty when either the ionizer shuts off on its own, or the water coming from the RO faucet comes out at a slow trickle.

Removing the membrane:

Step 1

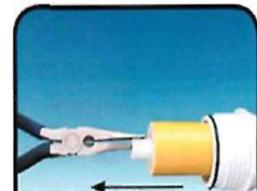
Use a 5/8" wrench to remove the White Tube fitting on the left side of the horizontal membrane housing (end with one elbow).

Step 2

Remove the cap from the membrane housing by turning it counter clockwise to loosen.

Step 3

Remove membrane housing from the holding clips. Using a pair of pliers, grip the PVC tube of the RO membrane and pull firmly on the membrane to remove from the housing and discard.



Installing the membrane:

Step 4

Lubricate the O-rings on the new membrane with a water soluble lubricant such as KY Jelly[®]. Insert the end with the two black O-rings first into the housing.

Step 5

Once membrane has been inserted into the housing you must take your thumbs and give a firm push to properly seat the membrane. Replace membrane housing cap and tighten.



Step 6

After replacing membrane housing into clips, attach the white tube to the elbow on cap using 5/8" wrench.

Troubleshooting Guide

Step 7

Follow the Startup Instructions.

Check Air Pressure in the Tank

Important: Check air pressure only when tank is empty of water! Check air pressure in the storage tank when you notice a decrease in available water from the RO system. Air can be added with a bicycle pump using the schrader valve that is located on the lower side of the tank behind the blue plastic cap.

Step 1

Turn off the incoming water supply to the RO.

Step 2

Turn on the ionizer or open the RO Faucet and allow water to drain from the tank until it is completely empty.

Tip: When the ionizer shuts itself off, or when the water from the RO faucet slows to a trickle, add air to the tank to purge any left over water, this will ensure that the tank is completely empty. For ionizer models IO400U (Delphi), JP-108 (Aquarius) and JP-109 (Orion), you will need to press the power button to expel the final water from the tank after air has been added.

Step 3

Once all water in the tank is purged, check air pressure using an air pressure gauge, it should read between 5 - 7 PSI. (Digital air pressure gauge is recommended)

Step 4

Follow startup procedure.

Procedure for Extended Non-Use (More than 2 months)

Turn off the water supply and turn on your ionizer or open the RO faucet to empty the storage tank (Save a few ounces of RO water). Once the storage tank is empty, remove the membrane and place it in a sealed plastic bag with the RO water saved earlier and store in your refrigerator. If you are using your RO in conjunction with an ionizer, remove the internal filter(s) from your ionizer and place them in a sealed plastic bag and store in your refrigerator.

For restart, re-install membrane (See membrane installation procedure) and ionizer filter(s) and follow startup procedure.

Low/Slow Production	Low Water Pressure	Assure a minimum of 40 psi incoming water pressure. AlkaViva can direct you to a booster pump if home water pressure is low. Make sure water supply is turned on and feed water valve is all the way open.
	Crimps in tubing	Check tubing and straighten or replace as necessary.
	Clogged pre-filters Fouled membrane	Replace pre-filters. Replace membrane and flow restrictor.
Milky, colored water	Air in system	Air in the system is a normal occurrence with initial startup of the RO system. This milky look will disappear during normal use within 1-2 weeks. If condition reoccurs after filter change, drain tank 1 to 2 times.
Water constantly running, unit will not shut off	Low water pressure	See #1 Above
	Crimp in supply tube	Check tubing and straighten or repair as necessary.
	High water pressure	Check incoming water pressure to make sure it does not exceed 80 psi. A pressure relief valve may be necessary.
	High pressure in Tank	Empty storage tank of water. Set tank air pressure between 5-7 psi. See previous page.
Noise / Water from faucet vent hole or noise from drain	Low Pressure in Tank	Use a Digital Air Gauge for best results. The empty tank pressure should be 5-7 psi.
	Crimp or restriction	Check tubing and straighten or repair as necessary. Straighten all drain lines. Clear blockage. Cut off any excess tubing
Small amount of water in storage tank	Drain tube clogged	Caused from dishwasher or garbage disposal. Disconnect the 3/8" black line at the drain, clean the 3/8" black line out with a wire, then reconnect. Blowing air through the line will not always remove the clog.
	System starting up	Normally it takes 4-6 hours to fill tank. Note: low incoming water pressure and/or temperature can drastically reduce production rate.
Water leaks from the white filter housing	Low water pressure	See #1 above.
	Too much air in tank	Tank air pressure should be 5-7 psi when empty of water. If below 5 psi add air or bleed if above 7 psi. Check only when tank is empty of water. See previous page.
Water leaks from the white filter housing	Not properly tightened	Tighten the bowl
	Kinked o-ring	Turn off the water supply and release the pressure. Replace the O-ring if necessary. Then lubricate it and make sure the O-ring is seated in the filter bowl properly before reinstalling the filter bowl.
Low water flow from faucet	Check air pressure in tank	Use a Digital Air Gauge for best results. The empty tank pressure should be 5-7 psi.

Limited Warranty

What your Warranty Covers:

If any part of your AlkaViva Reverse Osmosis System is defective in workmanship (excluding replaceable filters and membranes), return unit after obtaining a return authorization (see below), less tank, within 1 year of original retail purchase, AlkaViva will repair or, at AlkaViva' option, replace the system at no charge.

How to obtain Warranty Service:

For warranty service, call (775) 324-2400 for documentation and a return authorization number. Once the return authorization number has been created, ship your Reverse Osmosis unit (less tank) to AlkaViva, freight and insurance prepaid, with proof of date of original purchase. Include a note stating the problem experienced and include your name, address and your return authorization number. No returns will be accepted without the proper return authorization number. AlkaViva will repair it, or replace it, and ship it back to you prepaid.

What this warranty does not cover:

This warranty does not cover defects resulting from improper installation, (contrary to AlkaViva' printed instructions), from abuse, misuse, misapplication, improper maintenance, neglect, alteration, accidents, casualties, fire, flood, freezing, environmental factors, water pressure spikes or other such acts of God.

This warranty will be void if defects occur due to failure to observe the following conditions:

- The Reverse Osmosis System must be hooked up to a potable municipal or well cold water supply.
- The hardness of the water should not exceed 15 grains per gallon, or 250 ppm.
- Maximum incoming iron must be less than 0.2 ppm.
- The pH of the water must not be lower than 2 or higher than 11.
- The incoming water pressure must be between 40 and 85 pounds per square inch.
- Incoming water to the RO cannot exceed 105 degrees F (40 degrees C.)
- Incoming TDS/Total Dissolved Solids not to exceed 2200 ppm.
- Do not use with water that is micro biologically unsafe or of unknown quality without adequate disinfection before or after the system.

This warranty **does not** cover any equipment that is relocated from the site of its original installation.

This warranty **does not** cover any charges incurred due to professional installation.

This warranty **does not** cover any equipment that is installed or used outside the United States of America and Canada.

LIMITATIONS AND EXCLUSIONS: ALKAVIVA WILL NOT BE RESPONSIBLE FOR ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. AlkaViva WILL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING TRAVEL EXPENSE, TELEPHONE CHARGES, LOSS OF REVENUE, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE EQUIPMENT, AND DAMAGE CAUSED BY THIS EQUIPMENT AND ITS FAILURE TO FUNCTION PROPERLY. THIS WARRANTY SETS FORTH ALL OF ALKAVIVA RESPONSIBILITIES REGARDING THIS EQUIPMENT.

OTHER CONDITIONS: If AlkaViva chooses to replace the equipment, AlkaViva may replace it with reconditioned equipment. Parts used in repairing or replacing the equipment will be warranted for 90 days from the date the equipment is returned to you or for the remainder of the original warranty period, whichever is longer. This warranty is not assignable or transferable.

YOUR RIGHTS UNDER STATE LAW: Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply. This warranty gives you specific legal rights, and you may have other legal rights which vary from state to state.

California Proposition 65 Warning:

WARNING: This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Installer: California law requires that this warning be given to the consumer)

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