



**Natural Choice Corporation**  
5677 Sockness Drive  
Rockford, IL 61109  
PHONE: 815-874-4444  
FAX: 815-874-4445  
[www.naturalchoicewater.com](http://www.naturalchoicewater.com)

## TECHNICAL SERVICE BULLETIN

Filename: TSB – Preparing ION for Return Shipment  
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# PREPARING THE ION FOR RETURN SHIPMENT

**Materials Required** – Return Box & Packing Material from NCC  
Left and right side Foam  
Poly Bag  
Cardboard tray and Outer Box  
Packing Tape

**Tools Required** – Torx wrench  
Siphon tube (units before serial number N1105)

### STEP 1 – UNPLUG UNIT AND TURN HOT SWITCH OFF

Remove power cord from back of unit after unplugging from wall outlet. If possible, **allow 24 hours** for ice in Ice Bank to melt, and Hot Tank to cool before draining

### STEP 2 – DRAIN ICE BANK AND HOT TANK

Use appropriately sized hex, Torx, or flat-head screwdriver (including Torx wrench provided under Faucet Cover) to unscrew and remove drain plugs located behind Drip Tray

Drain unit COMPLETELY into sink or other receptacle. Tilt unit forward when draining slows to ensure all remaining water reaches drain ports

Reinsert drain plugs when finished draining

**WARNING:** Water draining from Hot Tank may be hot enough to scald and burn skin if not allowed to cool. Use caution when removing plug and draining



Hot Tank Drain Fitting    Ice Bank Drain Fitting  
Present on units with serial numbers N1105+

**\*IMPORTANT NOTE:** Failure to properly drain unit before shipping may cause damage, especially in cold climates/seasons where water can freeze. Damage caused due to improper shipping will not be covered under warranty

## STEP 2B – DRAIN ICE BANK AND HOT TANK (UNITS BEFORE N1105)

Units before serial numbers starting with N1105 do not include drain fittings behind Drip Tray. To drain, left side and top panels must be removed using Torx wrench/screwdriver to access Ice Bank Cover and Hot Tank drain port

Remove foam top and front right black plug from Ice Bank Cover and insert tubing. Siphon water into sink or receptacle. After approx. 30 seconds, gently tilt unit forward towards tube to ensure as much remaining water as possible is drained. Remove tube and replace plug and foam when complete

Place unit adjacent to sink or receptacle and remove Hot Tank drain plug. Allow water to drain completely, then replace plug. Reinstall left side and top panels



Siphon tube inserted to drain Ice Bank



Drain plug for Hot Tank

## STEP 3 – OPEN NCC RETURN BOX AND PACKING MATERIALS

Contents of box will be set up exactly as intended for return once ION has been repackaged using enclosed materials

## STEP 4 – REPACKAGE THE ION

Place Poly Bag over ION and set into left and right side foam

Insert ION into cardboard tray and slide box down around foam, tucking tray into box to seat properly

If available, use band strapping to secure box and tray. Packing tape may also be used



## STEP 5 – PACK IN OVERBOX

Place long foam corners in bottom of overbox

Set boxed ION unit into overbox seated firmly between foam corners

Place short foam corners around boxed ION on short sides

Close overbox and tape shut securely



***Not sure if you're doing the right thing?***

Contact Natural Choice Corporation at 800-547-7726 (815-874-4444int'l) or by fax at 815-874-4445 or by email at [info@naturalchoicewater.com](mailto:info@naturalchoicewater.com)