



**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 TS Series for Transport  
Rev date: 11-7-2017

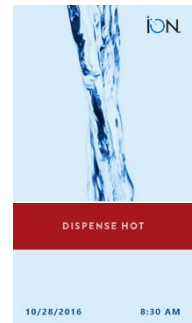
## PREPARING THE ION TS SERIES FOR TRANSPORT

**Materials Required** – Return Box & Packing Material from NCC (if available)  
**(If Shipping)** Left and right side Foam  
Poly Bag  
Cardboard tray and Outer Box  
Packing Tape

**Tools Required** – Torx 20 wrench or Torx 20 screwdriver

### STEP 1 – TURN HOT SWITCH OFF AND DISPENSE TO COOL

Turn hot switch on rear of unit to OFF position.  
Dispense water from hot tank until water is cool.



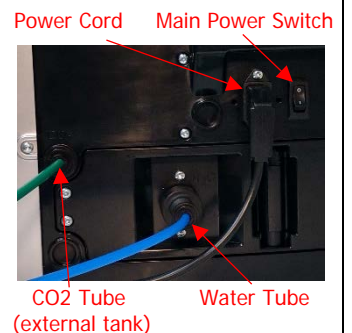
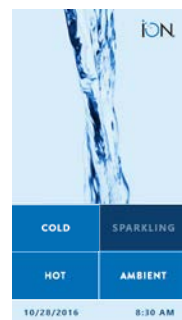
### STEP 2 – PURGE WATER AND CO2

Turn off water supply to unit and dispense cold and ambient water until no water dispenses

Dispense sparkling water until only CO2 dispenses, then turn off CO2 (remove internal tank or close valve on external tank)

Press and hold sparkling dispense button until CO2 no longer dispenses

Turn off main power switch on rear of unit and disconnect power cord, water, and CO2 tubes



### STEP 3 – DRAIN ICE TANK AND HOT TANK

**Note:** If possible, **allow 24 hours** for ice in ice tank to melt before draining

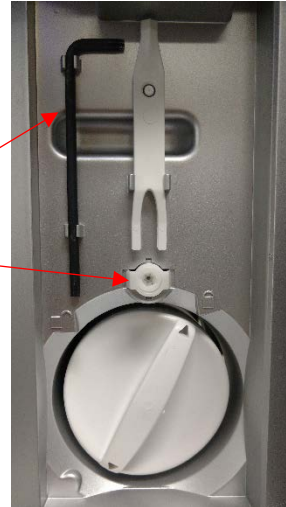
Use Torx 20 screwdriver or Torx 20 wrench provided behind filter door to unscrew and remove ice tank drain plug located behind filter access door to begin draining

Press hot tank drain extension tube into port in front panel behind CO2 access door. Use Torx 20 screwdriver or Torx 20 wrench provided behind filter door to unscrew and remove hot tank drain plug to begin draining

**WARNING:** Water draining from Hot Tank may be hot enough to scald and burn skin if not allowed to cool as instructed in Step 1. Use caution when removing plug and draining

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

Remove hot tank drain extension tube and reinsert drain plugs when finished draining



**\*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 4 – 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 5 – REPACKAGE THE ION

Remove drip tray by pulling straight out

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

Insert drip tray into cutout in foam with Support post facing away from ION



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 6 – 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



***End of Procedure***

***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)