



Owners Manual

TS Series Drinking Water Appliance



PACKAGE CONTENTS



Owner's Manual



Power Cord



Water Supply Installation Kit (Order Part# 8606)



Adapter Fitting



Elbow Fitting



Shutoff Valve



10 ft./3 m Blue Tubing

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INTRODUCTION

Congratulations! Now you can enjoy ION, the drinking water appliance that replaces all the bottled water you could ever drink.

This manual provides instructions for installing and maintaining the ION. Troubleshooting information is available on our website.

At any time, please contact us with your questions at 1-800-547-7726 (internationally at +1-815-874-4444).

For step by step installation instructions, please visit www.naturalchoicewater.com/support/technical-guides.

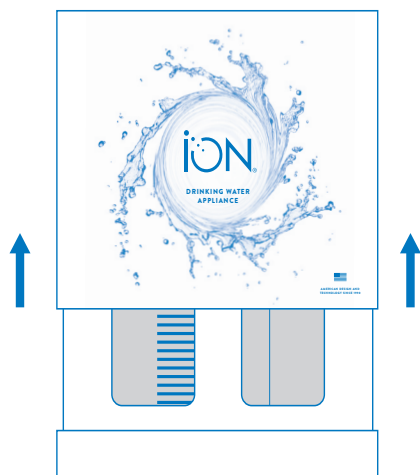
UNPACKING THE UNIT



WARNING: Plastic bags present a choking hazard. Keep away from children.



1 Slide straps off ends



2 Lift box top up

PRODUCT REGISTRATION

Register your ION Water Cooler:

- Online: www.naturalchoicewater.com/support/register-your-ion

ADULT SUPERVISION REQUIRED. SAVE THESE INSTRUCTIONS.



WARNING: To reduce the risk of fire or electrical shock, only remove the exterior panels when instructed to do so and after unplugging the ION. Do not attempt to repair the ION. Only authorized personnel should repair the ION.

When using the ION, reduce the risk of fire, electric shock, and/or injury to persons by following these safety precautions:

READ ALL INSTRUCTIONS.

- To protect against electric shock, do not place the cord, plug, or ION in water or other liquids.
- Close supervision is necessary when the ION is used by or near children.
- Always unplug the ION from the electrical outlet when not in use and before cleaning.
- Always use caution when removing any parts such as filters, the drip tray, or faucet.
- Do not operate any ION with a damaged cord or plug. Additionally, if the ION has malfunctioned or been dropped, or damaged in any manner, return the ION to your authorized Natural Choice dealer for examination and/or repair.
- The use of any accessory part not authorized by Natural Choice may cause personal injury and/or damage to the ION, and/or will void warranty.
- Do not use the ION outdoors; only use indoors with ambient temperature of 40°F-100°F (4,5°C-37°C).
- Do not use the ION in any location or manner other than recommended by Natural Choice.
- Do not let power cords or plumbing tubing hang over the edge of tables, counters, or touch hot surfaces.
- Do not place the ION on or near a stove or other hot surfaces.
- Do not dispense hot water with the faucet cover removed, as scalding may occur.
- Do not clean any ION parts with anything other than mild soap and water and a non-abrasive cloth.
- Avoid contact with moving parts.
- Do not place cloth or other materials under or around the ION.
- Use only Natural Choice filters.

SAFEGUARDS/WARNINGS (CONTINUED)

- Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.
- The term “bacteriostatic” indicates that the system limits the passage or growth of bacteria that may already exist in the incoming water. It does not mean that the water leaving the system is safer to drink than the water entering the system.
- Make certain that installation complies with all state and local laws and regulations.
- Do not allow the ION to freeze, as permanent damage to plumbing and filters will occur.
- If left unattended for more than two days, always flush 2-3 glasses from the system.



WARNING: Risk of fire, electric shock, flood, and/or personal injury.

Power Supply Cord

A short power supply cord is provided to reduce the risks that result from becoming entangled in or tripping over a longer cord.

Longer extension cords are available and may be used if care is exercised in their use. If a long extension cord is used, the marked electrical rating of the extension cord must be at least as great as the electrical rating of the ION. Also, the longer cord should be arranged so that it does not drape over the countertop or tabletop where it can be pulled on by children or tripped over.

The power supply cord has a polarized plug (one blade is wider than the other). To reduce the risk of electrical shock, this plug will fit into a polarized, grounded outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not modify the plug in any way.

Operating Notice and Precautions

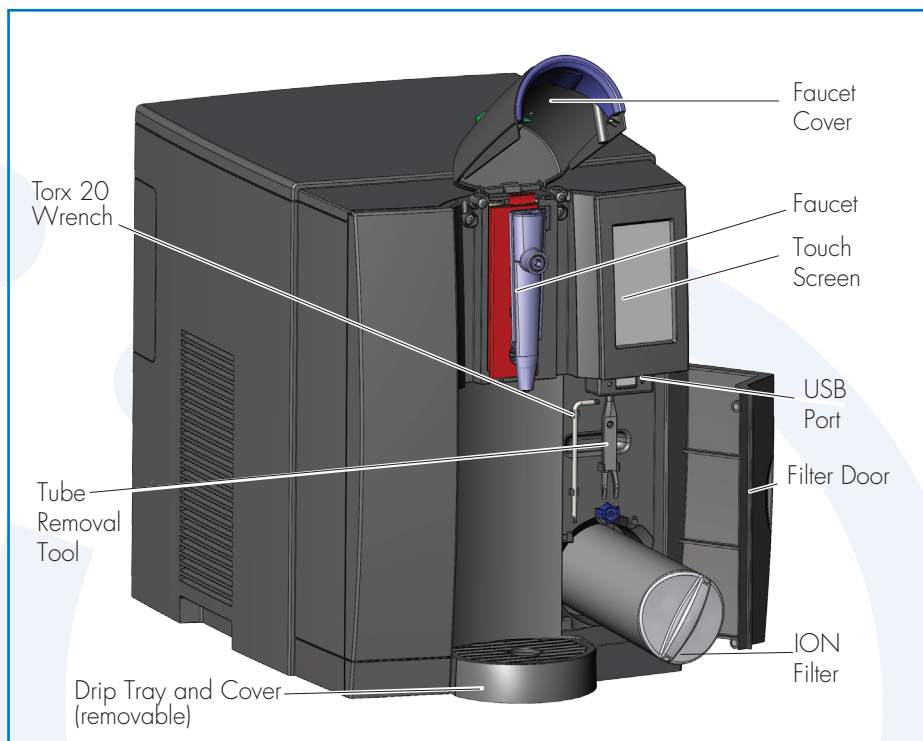
Carefully fill glasses, cups, and other containers to avoid spillage, either at the ION or while carrying water to another location.



WARNING: Extreme caution should be used on models with hot water. Hot water up to 200° F (96° C) and/or steam can dispense onto hands or body, and in the case of children, directly onto the face, causing permanent personal injury.

All units with hot water are shipped from the factory with a hot safety switch which requires two buttons to be pressed in sequence in order to dispense hot water. Use caution when adjusting hot temperature in areas of high elevation, because water will boil at a lower temperature.

GETTING TO KNOW THE ION



Model Options

The following table lists available models and their dispense options:

Model	100	200	300	400
Cold	✓	✓	✓	✓
Ambient	✓	✓	✓	✓
Hot		✓		✓
Sparkling			✓	✓

REQUIREMENTS

Electrical and Plumbing Requirements

	USA/CAN	Export Models
Voltage	120VAC, 60 HZ	230VAC, 50 HZ
Max Amp Load	11 amps/0.70	6 amps
Service Flow	1.0 gpm	3.8 lpm
Water Pressure	50 - 80 psi	3.5 - 5.5 bar
Incoming Cold Water Temperature	40 - 100° F	4.4 - 37 ° C

Recommended Tools

- Some plumbing tools and/or teflon tape may be required to make the connection under the sink at the water supply.
- In the event service is required on the ION, locate the Torx 20 wrench behind the filter door to remove panel screws (See photo page 7).

NOTE: The crescent wrench and teflon tape may not be necessary depending on water supply connection.



Torx 20 wrench
(located inside filter door)



Adjustable crescent wrench



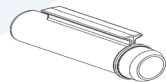
Teflon tape



Multi-Purpose Tool
(located inside filter door)



CO₂ wrench
(for Models 300 and 400, included
with the CO₂ regulator,
USA/CAN only)



Hot Drain Extension Tool

GUIDELINES

Use the following guidelines to help ensure a proper ION installation:

- DO NOT use tubing with less than a 180 PSI (13 BAR) rating.
- If using adapter fitting from $\frac{3}{4}$ inch GHT (USA/CAN) or BSP (Export Models) to $\frac{1}{4}$ inch line, do not connect copper line directly to push-to-connect fitting. If building code or regulations require copper tubing, contact Natural Choice Technical Support for connection recommendations.
- Make sure there are no sharp bends or kinks in the tubing. Allow extra tubing to prevent stress on the fittings. Avoid tubing contact with other objects and sharp edges.
- All tubing used in the elbow fitting and shutoff valve must be clean, cut square with a sharp knife or razor, and free of nicks and burrs.
- If you need additional tubing, make sure it is $\frac{1}{4}$ inch OD and meets ANSI/NSF and FDA standards for drinking water. DO NOT use tubing of an unknown quality or origin.

INSTALLATION

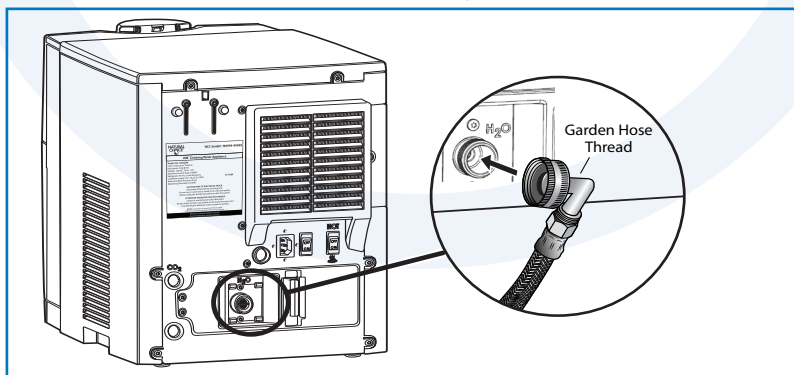


CAUTION: Risk of electric shock and damage to interior walls or leak and/or flood if improperly installed.

Step 1: Connect the Plumbing

Method 1: Braided Hose with $\frac{3}{4}$ inch GHT or BSP Fitting (Export).

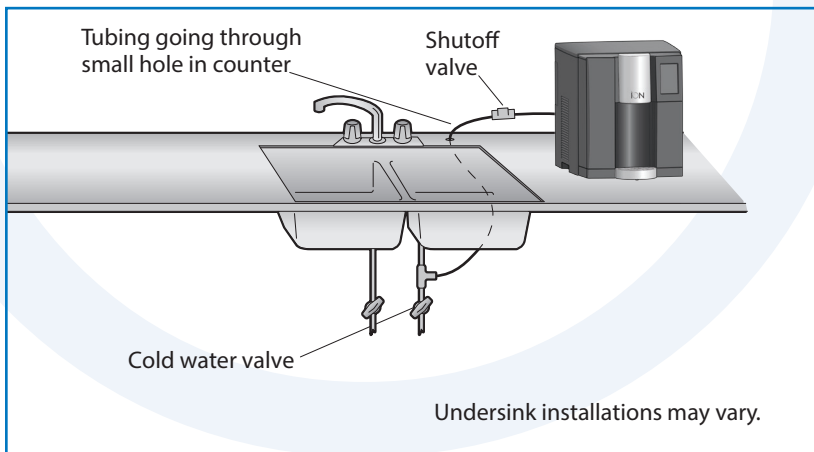
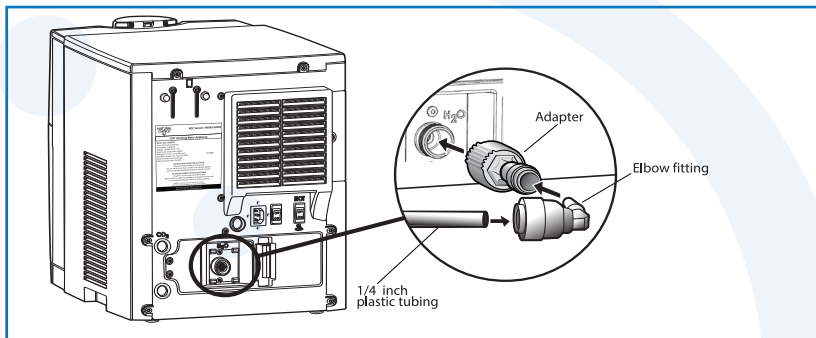
1. Firmly tighten the hose to the back of the ION, and connect to the water supply.
2. Check for water leaks at connection points.



INSTALLATION

Method 2: Installation Kit with 1/4" Tubing (Purchased Separately)

1. Connect 1/4" plastic tubing to the nearest cold water supply.
2. Firmly push the other end of the tubing into the Elbow Fitting. Thread the adapter fitting onto the H₂O inlet and tighten firmly. The stem of the Elbow Fitting is then pushed into the adapter fitting.
3. Turn Cold Water Supply ON and check for leaks.

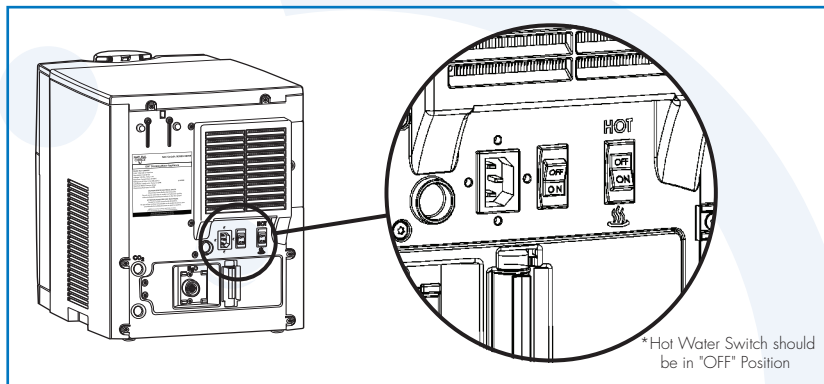


Step 2: Connect the Electrical



CAUTION: Leave the Hot Tank switch in "OFF" position. Turning it "ON" before the Hot Water Tank is filled with water could result in permanent damage to the ION.

1. Connect the female end of the power supply cord to the back of the ION.



2. Plug the other end of the power supply cord into a grounded, GFI 120 VAC electrical outlet, or 230 VAC for Export Models.
3. Turn the Main Power Switch "ON" and proceed to **Step 3**.

INSTALLATION (CONTINUED)

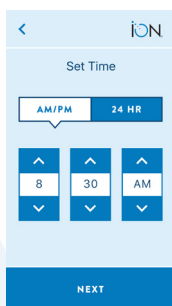
Step 3: Begin Start-Up Mode

Start-Up Mode will take up to 10 minutes. When ION is filling, you may hear water flowing inside the ION. This is normal. DO NOT leave ION unattended during Fill sequence. Also, periodically check to make sure no leaks are present.

1. Select Language and proceed to next screen.



2. Enter Time and Date and select NEXT.



3. Screen will display "Filling Cold Water System"- allow up to five minutes.



INSTALLATION (CONTINUED)

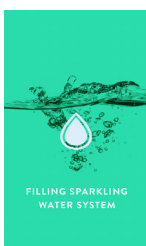
Hot Water (Models 200 & 400 Only)

Screen will display "Filling Hot Water System"- allow up to five minutes.



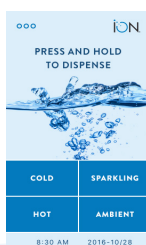
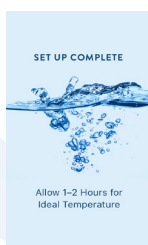
Sparkling Water (Models 300 & 400 Only)

Screen will display "Filling Sparkling Water System"- allow up to five minutes.



Set Up Complete (All Models)

Screen will change to Set Up Complete when finished filling. Please allow 1-2 hours for ideal temperatures to be reached.



Hot Water Switch (Models 200 & 400 Only) Turn Hot Tank Switch on back of ION to "ON" position. Allow 15 minutes for ideal hot temperature.

*For Models 300 & 400, please see pages 14 & 15 for CO2 Tank installation instructions.

SPARKLING WATER INSTALLATION

The type of CO₂ tank installation for your ION is determined at the time of ordering. You will either install your CO₂ from the rear of the ION or install the SodaPro CO₂ Tank in the front. For USA/CAN, 5lb or 10lb tanks are available. For Export Models, please contact your Natural Choice representative for options. If at any time you decide to use a different CO₂ tank, you can order a CO₂ Conversion Kit which will include instructions on how to convert your ION.

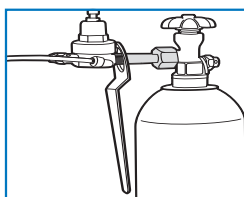
Please contact Natural Choice if you are unsure which method of CO₂ Installation is right for your ION.

CO₂ Tank Installation Ensure that the CO₂ Regulator is always set to 60 psi/4 bar.

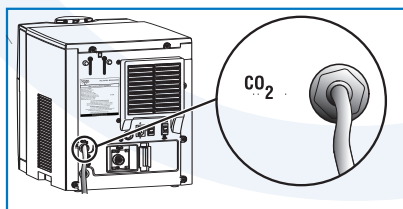


WARNING: Read all instructions and labels on CO₂ Tank prior to installation.

1. Connect the CO₂ Regulator to the CO₂ tank and tighten with the wrench.



2. Connect the green CO₂ tubing between the CO₂ Regulator and the back of the ION. Slowly turn CO₂ tank valve to open position.



3. Turn Water Supply shutoff valve to OFF position.

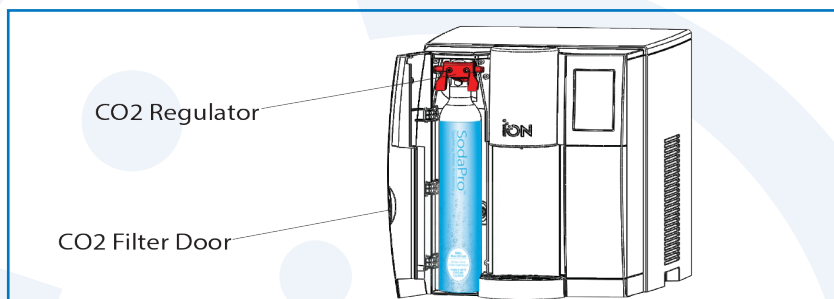
- Press and hold Sparkling button until only CO₂ dispenses.
- Turn Water Supply shutoff valve to ON position.
- Water will fill back in to the Internal Carbonation Tank to allow for proper mixing of CO₂ gas and water.
- Ensure that the CO₂ Regulator pressure is always set to 60 psi (4 bar).
- Set CO₂ size by selecting Filter + CO₂ in the Settings Menu to track CO₂ usage.

Special Note:

You can purchase empty CO₂ Tanks from Natural Choice in 5lb. tanks which last up to 1500 glasses, or 10lb. tanks that can last up to 3000 glasses. You can fill your tanks with a local gas supplier using beverage grade CO₂. Export customers, please contact your Natural Choice representative for more options.

SodaPro™ CO2 Tank

SodaPro should be installed after the ION has reached normal operation mode. Make sure your SodaPro is full and ready to install before proceeding. SodaPro is sold separately and can be refilled through Natural Choice or your authorized dealer. ION can remind users when it's time to refill. After refilling tank, reset SodaPro timer in Settings Menu by selecting Filter + CO2.



1. Open front CO2 door to access the CO2 regulator.
2. Locate the CO2 regulator where the SodaPro will be installed and pull up on the red bracket.
3. Twist SodaPro clockwise to install and tighten firmly.
4. Push down the regulator and close the CO2 door.
5. Turn water supply shutoff valve to OFF position.
6. Press and hold Sparkling button until only CO2 gas dispenses.
7. Turn water supply shutoff valve to ON position.
8. Water will fill the Internal Carbonation Tank to allow for proper mixing of CO2 gas and water.

CAUTION: CO2 tanks should be handled by adults only; do not allow handling or access by children.

CO2 tanks are under extremely high pressure (2000 PSI; 138 bar).



Handle with extreme care and avoid tipping, tilting, or dropping. Never place on an elevated surface. Always secure the tank in an upright fixed position.

Keep away from heat. Never place in direct sunlight, a car trunk, furnace room, or other location where heat may rise.

Do not transport full tanks without a license. CO2 tanks can be ordered and shipped from authorized HAZMAT shippers.

SERVICE INFORMATION

This guide gives you the tools necessary to properly install and maintain your ION Water Cooler. If you encounter a service related issue, have the model number and serial number of your ION available when you call our Technical Service Department at 1-800-547-7726 (internationally at +1-815-874-4444). These numbers are located on the ION as shown below.

1. Located on Touch Screen under Settings menu. (See Page 17.)



PRODUCT INFO

Model: ION TS400
Serial: 2110-54430
Software: v2.4

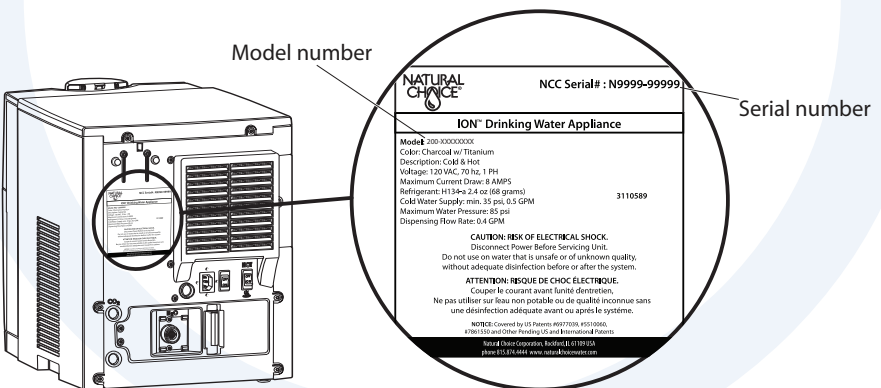
FILTER

Type: CarbonPro
Remaining: 90%
Flow Rate: 0.45 GPM

SERVICE CONTACT

Natural Choice Corp.
815-874-4444
www.naturalchoicewater.com

2. Back of ION



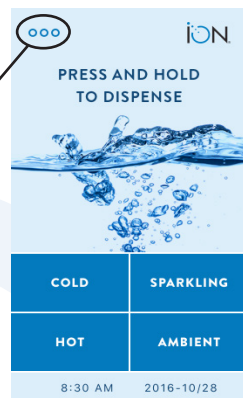
Find troubleshooting information on our website: www.naturalchoicewater.com. Please refer to our website for information about common issues, operating indicators, and ION product updates.

TOUCH SCREEN OPERATION

Main Dispense Screen

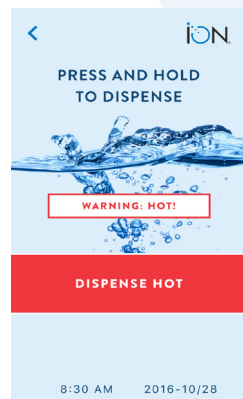
Dispensing water has never been easier. Simply press and hold the appropriate button. To stop dispensing water, release the button.

For Settings Screen, locate the three circles at the top left of the Touch Screen and press.



Hot Safety Screen

All Hot Water models include a hot safety feature. You will be directed to a separate screen in order to dispense hot water.

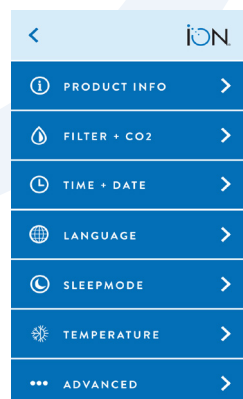


Settings Screen

Learn more about product information and the many advanced features that the ION has to offer.*

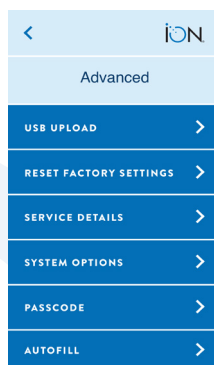
Contact your dealer or Natural Choice with further questions.

*Models 100 & 200 do not have a CO2 button.



Advanced Settings Options

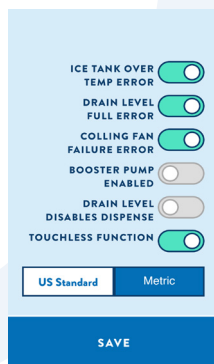
- **USB Upload:** Used for software updates
- **Reset Factory Settings:** Restore factory default settings
- **Service Details:** History of possible error codes
- **System Options:** See below for options
- **Passcode:** See Passcode Lock on page 19



System Options

Select the system options button under the Advanced Settings screen.

- **Reminders:** The three reminders (Ice Tank, Drain Level, Cooling Fan are set to ON). To turn OFF, simply toggle button to the left.
- **Booster Pump:** Always ON for Sparkling Water dispense for Models 300 & 400. Enable booster pump to increase flow rate for all dispense types. Models 100 & 200 require added booster pump for this function.
- **Drain Level Disables Dispense:** Function is default set to OFF. If selected, this will disable dispense if the drip tray is full.
- **Touchless Function:** Since 2021, ION is standard with Bluetooth dispense. Toggle button to the left if Bluetooth dispense is not needed.
- **Units of Measure:** ION Water Coolers built in the U.S. have standard units of measure. To change to metric, press the metric button.

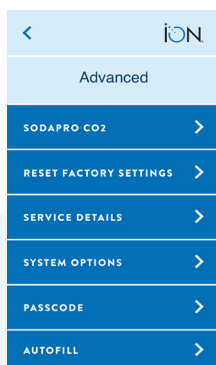


Press SAVE to save selections.

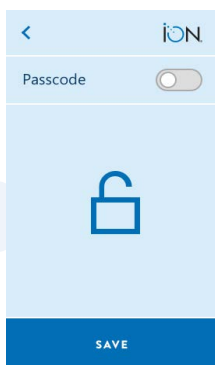
PASSCODE LOCK

The ION provides a Passcode Lock Screen feature that prevents users from making changes which would affect the performance of the ION.

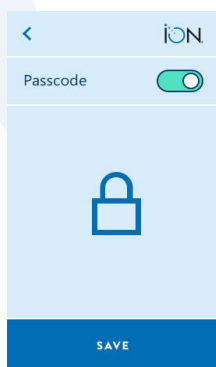
All IONs arrive with the Passcode Lock Screen **unlocked**. To enable, access the Settings menu and select Advanced. In the Advanced screen, press Passcode. All IONs will use **2580** for a Passcode. If incorrect passcode is entered, a red X indicator will appear and the correct code must be entered.



Step 1



Step 2



Step 3



Step 4

SLEEPMODE™ FEATURE

Getting to Know SleepMode™

The ION has the energy saving feature SleepMode™ available on all models. SleepMode™ automatically turns off the cooling system, and reduces the hot water temperature on models with the hot water feature. This reduces the amount of energy consumed.

This feature is programmed OFF on all new IONs. To enable, access the Settings menu and select SleepMode™.

Toggle the gray (OFF) button to green (ON). You will then be prompted to set the ION's operating hours by pressing the "Customize Hours" button; Monday - Friday, and then Saturday - Sunday. You must save each selection before continuing and activating SleepMode™.

< iON

SleepMode ☐

OPERATING HOURS

Monday - Friday: All
Saturday - Sunday: All

SAVE

SleepMode OFF

< iON

SleepMode ☒

CUSTOMIZE HOURS >

OPERATING HOURS

Monday - Friday: 7am - 5pm
Saturday - Sunday: All

SAVE

SleepMode ON

< iON

SleepMode ☒

Set Operating Hours
Mon - Fri

10 AM TO 9 PM

NEXT

Customize Mon.-Fri.

< iON

SleepMode ☒

Set Operating Hours
Sat - Sun

10 AM TO 9 PM

SAVE

Customize Sat.-Sun.

FILTER REPLACEMENT

Replacing Your Filter

The filter type is pre-programmed at the factory. The filter timer is active when the unit is powered ON. When your gallon usage or month setting point has been reached, a message will appear on the Main Dispense Screen.

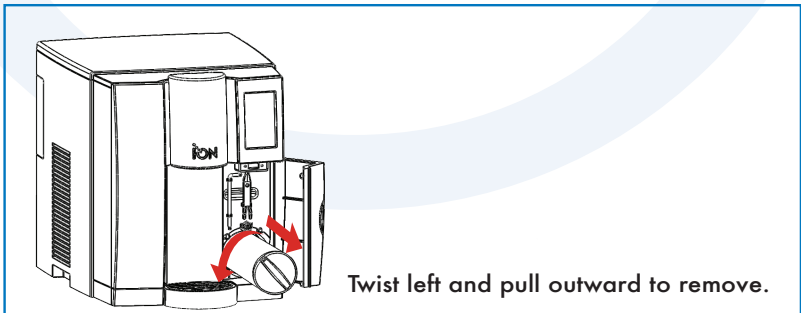
NOTE: You can extend the life of your filter by installing an optional Sediment Filter System available through Natural Choice. For details, contact Customer Service at 1-800-547-7726 (internationally at +1-815-874-4444) or visit our website at www.naturalchoicewater.com.

ION Water Filtration Options

	Gallon/Liter Rating	Dirt / Sand	Chlorine	Taste / Odor	Lead	Cysts	VOCs	Scale & Corrosion
CarbonPlus	1500G/5600L	●	●	●	●	●		
CarbonPhos	1500G/5600L	●	●	●	●	●		●
FiberTek	1500G/5600L	●	●	●	●	●		
CarbonPro	750G/2800L	●	●	●	●	●	●	

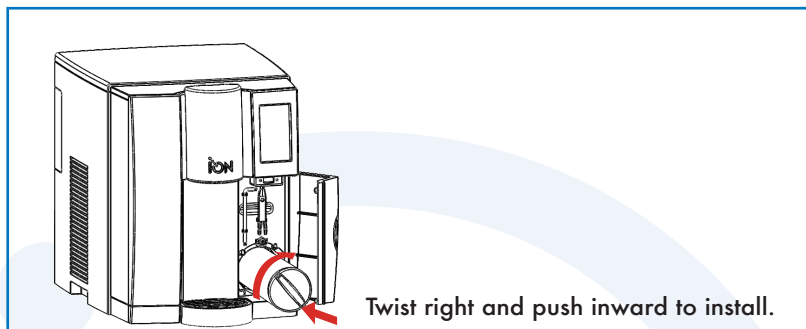
TIP: Before you start, you may want to have a towel or waste basket at hand as the filter may contain water when you remove it.

1. Open the Filter Access Door.
2. Twist the filter to the left and quickly pull it out of the ION toward you.



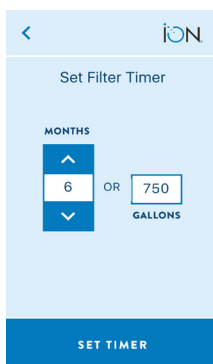
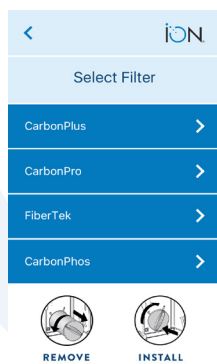
FILTER REPLACEMENT (CONTINUED)

- Once filter is removed, replace with new filter and twist to the right until filter is in locked position.



After the new filter has been replaced, the following steps must be completed before using the ION in Normal Operation.

- Flush carbon dust and air from filter by pressing and holding the Ambient dispensing button until water runs clear (2-3 gallons [7-11 liters] may be necessary).
- Go to the Settings Menu of the Touch Screen and press the Filter button.
- Select your correct type of filter purchased for accurate timer, and press "Set Timer".



Please refer to our website, www.naturalchoicewater.com for filter information.

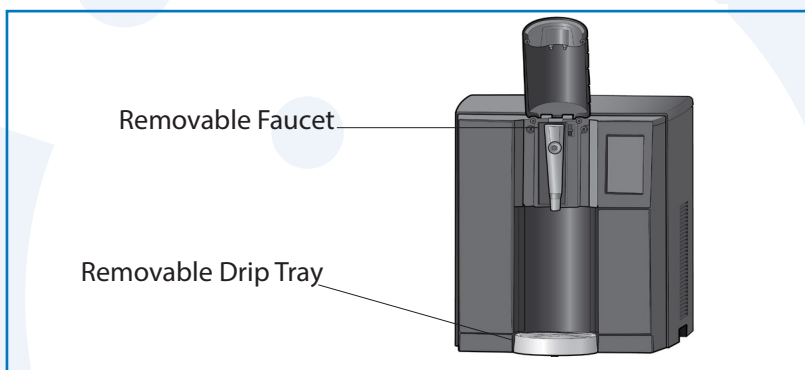


CAUTION: Do not press and hold the Hot Water or Sparkling Button when flushing new filters. Doing so may result in damage to the ION.

Cleaning the Exterior of the ION

The ION is designed to be cleaned with mild soap and water only. The Faucet and Drip Tray are designed to be easily removed and dishwasher safe.

- If at any time the Drip Tray becomes full, the level sensor within the Drip Tray will prompt a message on the Main Dispense Screen. The message will clear once the Drip Tray has been emptied.
- A friendly reminder will also display to clean the Faucet and Drip Tray periodically to keep your ION looking like new.



NOTE: DO NOT use chemical or abrasive cleaners as they may cause paint to wear away from the ION.

Cleaning the Interior of the ION

The ION is designed with an innovative Sealed Water Pathway that is purged with every glass of water dispensed. Depending on your water, periodic scaling in the hot water tank may occur and may require maintenance.

Please visit our website www.naturalchoicewater.com for a complete guide on how to descale the Hot Tank.

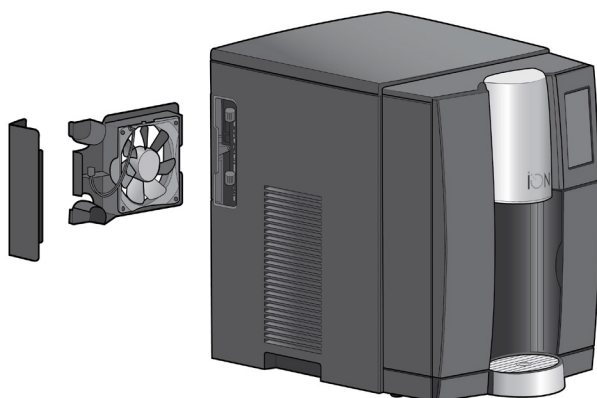
Cleaning the Fan

Periodically, a message will display reminding you to clean the fan, an important part of maintaining your ION. This message will not cause the ION to shutdown.



CAUTION: Failure to clean the fan could result in temperature loss or mechanical failure or damage.

The following illustration is provided to indicate the fan location. Fan can be accessed through the left side panel. Please contact technical support with questions.



INDICATOR ERRORS

The ION is programmed to alert you of certain functional errors that may occur during use. The types of errors may vary depending on the situation.

Start-Up Errors

1. **Ice Tank:** If the ice tank level sensor does not detect water after 250 oz. (8 liters), the ION will stop filling, and display an error on the screen. Power the ION OFF, and then back ON to reset the error. If error continues to occur during initial start-up, please contact Technical Support for further assistance.
2. **Hot Tank:** If the hot tank level sensor does not detect water after 70 oz. (2 liters), the ION will stop filling and display an error on the screen. Power the ION OFF, and then back ON to reset the error. If error continues to occur during initial start-up, please contact Technical Support for further assistance.
3. **Carbonation Tank:** If the carbonation tank level sensor does not detect water after 45 seconds, the ION will stop filling and display an error on screen. Power the ION OFF, and then back ON to reset the error. If error continues to occur during initial start-up, please contact Technical Support for further assistance.

Shut Down Errors

If you receive a "System Error" at any time, these errors will cause all functions of your ION to shut down. This issue will need to be resolved by calling the Technical Support Department at Natural Choice, or the dealer listed on your Touch Screen.

The ION will not dispense water until the error has been cleared. For assistance with shut down errors, please contact technical support.

ION BLUETOOTH DISPLAY

Touchless Dispensing is now a reality with ION's latest technology innovation. Starting in 2021, the ION comes equipped with the ability to dispense without contact with the display, using the ION Touchless companion App, available on iOS or Android Smartphones.

When the QR Code on the display is scanned using the ION Touchless App, a dispense screen will be displayed on the phone to allow dispensing.

Quick Steps to Dispense using Bluetooth

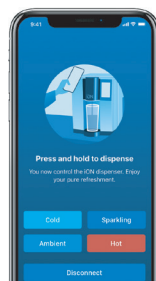
1. Download the ION Touchless App
2. Open ION Touchless App
3. Point Smartphone towards QR Code on screen
4. Wait for ION to connect to Smartphone and press continue
5. Dispense using Smartphone
6. Disconnect on Smartphone or close App

To dispense without a Smartphone, press the manual dispense button on the bottom of the screen on the ION.

ION Touchless

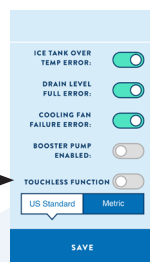


Download the FREE app
Available for Android &
Apple Smartphones on
Google Play & App Store



Turn off Touchless

ION is shipped with Bluetooth Enabled. If you prefer to only use traditional manual dispense, go to Advanced, System Options and toggle Touchless Function OFF.



Special Note:

While a user is connected to the ION via the ION Touchless App, manual disconnect at the ION is only possible by disconnecting the ION from power using the power switch or removable power cord. ION Touchless App does not collect personal information.

ION TOUCHLESS SENSOR

An alternative method of no contact dispense is available on Touchless Sensor equipped units.

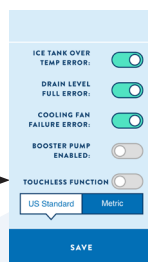
Simply hover your finger over the selected water type to dispense. To dispense hot, hover over the hot dispense and hot safety screen will trigger. Move finger up to the hot safety dispense to dispense hot water.



To dispense manually on the screen without using sensors, press the "Bypass Touchless".

Turn off Touchless

If you prefer to use only traditional manual dispense, Go to Advanced, System Options and toggle Touchless Function OFF.



Special Note:

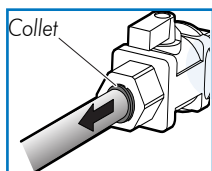
Typical sensor range is 1-3" depending on the surface area and reflectivity of finger or object. Hot water dispense utilizes a secondary dispense screen with initialization of a second sensor for safety.

TRANSPORTING/STORING THE ION

Failure to properly drain the ION before transporting/storing may cause damage, especially in cold climates/seasons where water can freeze. Damage caused due to improper draining will not be covered under warranty.

Before you move or store your ION, make sure you complete these requirements.

1. Turn hot switch OFF and dispense hot water to cool hot tank.
2. Purge water and CO₂.
 - Turn off water supply to ION and dispense Cold and Ambient water until no water dispenses.
 - Turn off main power switch on rear of ION and disconnect power cord, water and CO₂ tubes. (If using 1/4 inch tubing, remove the tube by pushing the collet square against the fittings and pull the tube away from the fitting.)



3. Make sure both Ice Tank and Hot Tank are properly drained before storing. (If possible, allow 24 hours for ice in Ice Tank to melt before draining.) Contact Natural Choice for more detailed instructions on draining the ION.



WARNING: Water draining from the 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.

4. Drain unit completely into sink or another receptacle. Tilt unit forward when draining starts to slow. This ensures all remaining water reaches drain ports.
5. Remove Hot Tank drain extension tube and reinsert drain plugs when finished draining.
6. If storing for more than a day, remove filter and refrigerate in plastic bag until ION is ready to be re-installed.

PURCHASING FILTERS & REPLACEMENT PARTS

You can purchase replacement filters and replacement parts for the ION directly through Natural Choice or through an authorized dealer in your area. Please call Customer Service at 1-800-547-7726 (internationally at +1-815-874-4444) or visit our website at www.naturalchoicewater.com for more information.

ION SOFTWARE UPDATES

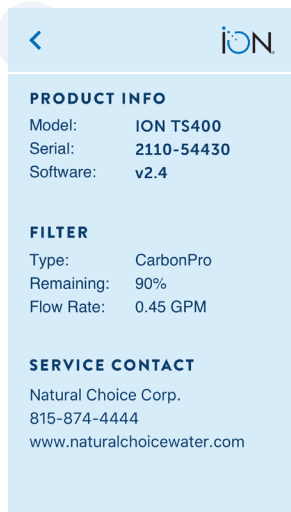
Make sure to keep your ION up to date with the latest software.
Visit our website for the current software version.
www.naturalchoicewater.com/support/ion-ts-series-software-updates.

Units built before serial number 2002-38955 were originally programmed with v1.X (X being 2, 4, 6, 7, or 8) and require an update.

Units built starting with serial number 2011-41955 have been built with Bluetooth Touchless Dispense technology.

To check what version of software is on your ION, go to Product Info screen in the settings menu. Under Software you will see the version of software currently on your ION. Visit the website to check if your software is up to date.

Please contact us with any questions regarding your software version.



You're Part of our Family

Thank you for choosing Natural Choice products. We work hard to provide the highest quality products while also ensuring the highest customer satisfaction. However, if you do experience a problem, we're here to help.

Limited Warranty

Our Commitment to You: Natural Choice warrants all parts to the original purchaser to be free of defects in materials and workmanship under normal use and within the operating specifications of the products, for a period of one (1) year. For ION Drinking Water appliances, we provide an additional three (3) year Limited Warranty on the hot water system, and a five (5) year Limited Warranty on the sealed refrigeration system. This Limited Warranty covers defective parts only.

How to Get Assistance: If the product fails to perform correctly, and service is required, you should contact the dealer or retailer that sold or leased the product to you. In the event of a lease from a third party, you will need to follow the terms and conditions of that lease.

If you need further assistance, call us at 1-800-547-7726 (internationally at +1-815-874-4444) and our trained Technical Support team will help you resolve the issue over the phone. When you call, please be ready to provide the Serial Number of the product. Depending on the problem, we can ship replacement parts and repair instructions for an Authorized Dealer or licensed plumber to properly repair.

What's Not Covered: Replacement filters and maintenance parts; all labor charges, including but not limited to, services related to installation, adjustment, removal, replacement, maintenance, and/or repair of the product or its components; and incidental and consequential damages (see below).

Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. The Manufacturer does not know the characteristics of your incoming water supply. The quality of your water supply varies over time, and with different geography. This Limited Warranty does not cover malfunctions of products due to tampering, misuse, alteration, lack of regular maintenance, misapplication, fouling due to local water supply characteristics, scaling from hardness minerals, or improper plumbing external to the product.

LIMITED WARRANTY (CONTINUED)

In addition, damage to the product due to fire, flood, accident, negligence, act of God, or events beyond the control of the Manufacturer are not covered by this Limited Warranty.

Incidental and Consequential Damages Limitation: The Manufacturer will not be responsible for any incidental or consequential damages as a result of the failure of this product to comply with express or implied warranties or any defect in the unit, including but not limited to, lost time, inconvenience, damage to personal property, loss of revenue, commercial losses, postage, travel, telephone expenses, or other similar losses. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you.

Owner's Warranty Responsibilities: As a condition of this Limited Warranty, the Owner must ensure the product is installed by an Authorized Dealer or licensed plumber in accordance with the installation instructions provided. In addition, the Owner is responsible for periodic maintenance of the product as described in the literature enclosed with the product – i.e. replacing filters, cleaning fans, etc. Neglect, improper maintenance, abuse, modification or alteration of the product will invalidate this warranty.

State Laws: This Limited Warranty gives you specific rights, may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

No other warranty or guarantee is made by Natural Choice Corporation. Any implied warranty of merchantability is limited to the duration of the express limited warranty and thereafter is disclaimed. Natural Choice Corporation expressly disclaims any implied warranty of fitness for a particular purpose.

No dealer or reseller is authorized to modify the terms of this Limited Warranty. Any additional warranty offered by a dealer or reseller is the sole responsibility of the dealer or reseller. This warranty is offered to the first purchaser and is not valid for subsequent purchasers and owners.



This warranty and UL/ANSI/ETL Electrical Safety listing are automatically voided if the product is altered, modified, or combined with any other product or device. Alteration or modification of the product can cause serious flooding and/or hazardous shock or fire.



For information about recycling in your community,
visit www.earth911.com



Please Recycle
10% Post Consumer Content • No VOC's

www.naturalchoicewater.com

Discover the complete line of innovative products.



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Covered by U.S. Patent # 6,977,039, # 5,510,060, # 6,977,039, # 7,264,718, # 7,318,581, # D570,636, # D571,141
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