

iON[®]

Owners Manual



900 Series
Drinking Water
Appliance

PACKAGE CONTENTS



Installation Kit



Elbow fitting

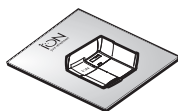


Shutoff valve



10 ft. Blue Tubing
Models 903 & 904
include 6 ft. green tubing

Owner's Manual



Power Cord



INTRODUCTION

Congratulations! Now you can enjoy the 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.

Please do not store the ION where it can freeze as permanent damage can occur to the plumbing and filter system, and will void the warranty.

At any time, please contact us with your questions at 1-800-547-7726.

UNPACKING THE UNIT

Remove the plastic strapping and lift the box over the ION. Then remove protective wrapping and place the ION on a countertop or in the installation area.

NOTE: Do not discard the packing materials in the event that you need to ship the ION in the future.



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

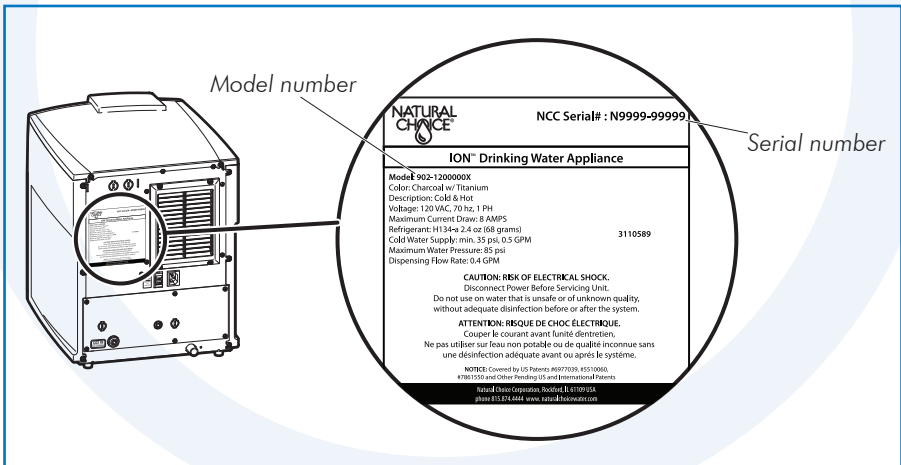
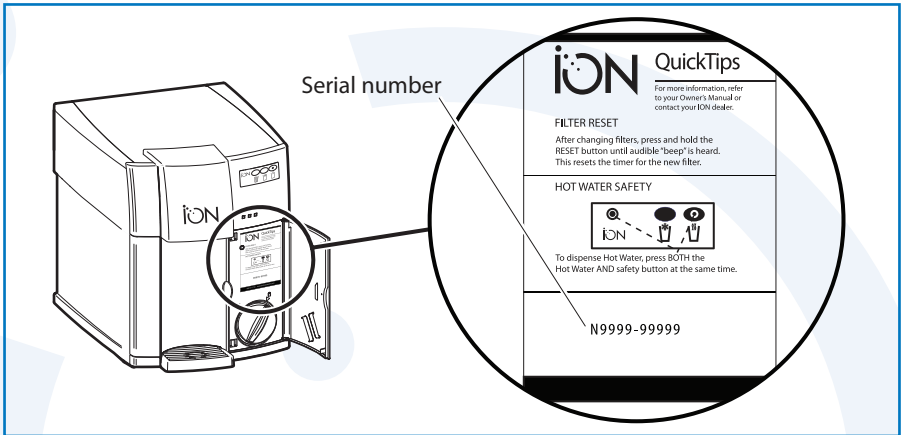
PRODUCT REGISTRATION

Register your ION Water Cooler:

- Online: www.naturalchoicewater.com
- Call Natural Choice: 1-800-547-7726

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. These numbers are located on the ION as shown below.



You can find troubleshooting information on our website at www.naturalchoicewater.com. Please refer to our website for information about common issues, operating indicators, and ION product updates.

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 or after the ION malfunctions or has been dropped or damaged in any manner. Return the ION to your authorized Natural Choice dealer for examination, repair, and electrical or mechanical adjustment.
- The use of any accessory part not authorized by Natural Choice may cause personal injury and/or damage to the ION.
- Do not use the ION outdoors; only use indoors with ambient temperature of 40°F-100°F.
- 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 or 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 because scalding may occur.
- Do not clean any 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 terms “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 a couple of days, 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.

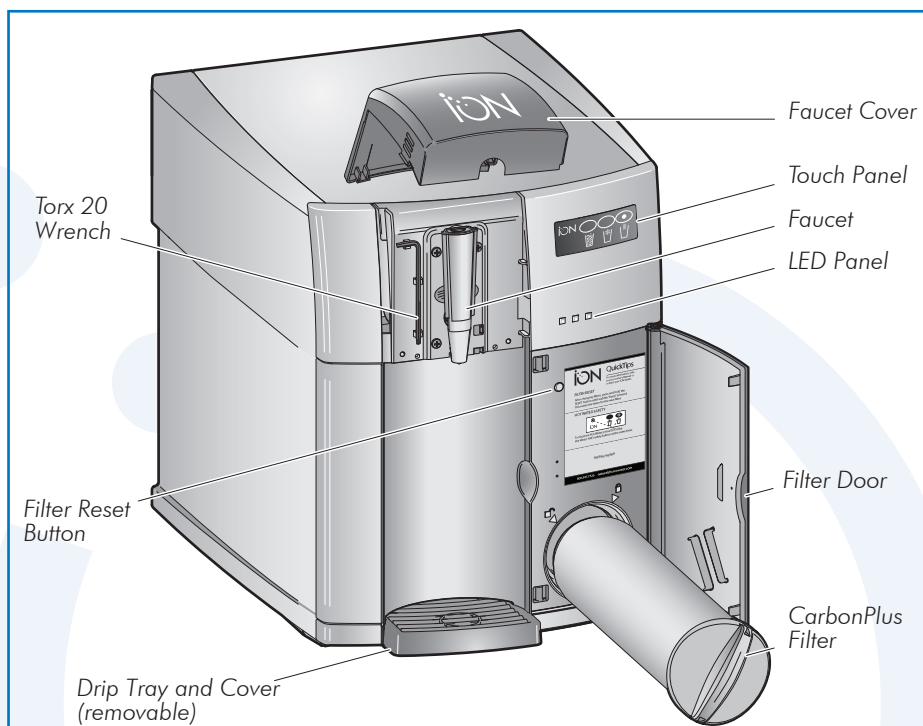
The power supply cord has a polarized plug (one blade is wider than the other). To reduce the risk of electrical shock, this plug will fit into a polarized, grounded outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. 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 at the same time to dispense hot water. This is not a fail-safe mechanism that will prevent injury, but only a precautionary measure to reduce the risk of accidental dispensing of hot water.







Touch Panel Operation

To automatically dispense water, press the appropriate button. To stop dispensing, release the button.

Icons for Water Type

The following table lists the buttons for each function along with the models they are available on.

Model	 Cold	 Ambient	 Hot	 Sparkling
901	✓	✓		
902	✓		✓	
903	✓			✓
904	✓		✓	✓
905	✓	✓	✓	

REQUIREMENTS

Electrical Requirements

- 120 VAC, 60 hz
- Max Amp Load 8 Amps; .70 kwh/Day
- Follow all building codes, using GFI outlets where required.

Plumbing Requirements

- DO NOT connect copper tubing directly to ION. Copper tubing may be required by building code or regulation. Contact Natural Choice Technical Support for specific instructions and recommendations for adaptor fittings.
- ¼ inch T-fitting to fit the pipes under the sink.

Application Guidelines/Water Supply Parameters

Service Flow	0.5 gpm
Water Supply	Potable Water
Water Pressure	35 – 85 psi
Water Temperature	40° F – 100°F (4.4°C – 38°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 under the Faucet Cover to remove panel screws (See photo page 7).

NOTE: The pipe wrench and teflon tape may vary with the water supply connection.



Torx 20 wrench
(included and located
under the faucet cover)



Adjustable crescent
wrench



Teflon tape



CO₂ wrench
(for Models 903 and
904 only, included
with the CO₂ regulator)

GUIDELINES

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

- DO NOT use tubing with less than a 180 PSI rating.
- DO NOT connect copper tubing to the elbow fitting, shutoff valve, or directly to the ION. If copper tubing is used it may result in a catastrophic leak. If building code or regulations require copper tubing, contact Natural Choice Technical Support for specific instructions and recommendations for adapter fittings.
- 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 1/4 inch OD and meets ANSI/NSF and FDA standards for drinking water. DO NOT use tubing of an unknown quality or origin.

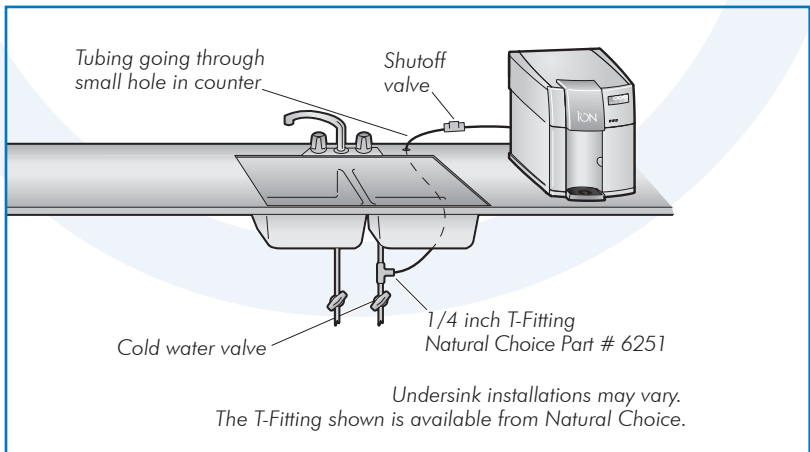
INSTALLATION



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

Step 1: Connect the Plumbing:

1. Connect the provided 1/4 inch plastic tubing to T-Fitting at the water supply.



INSTALLATION

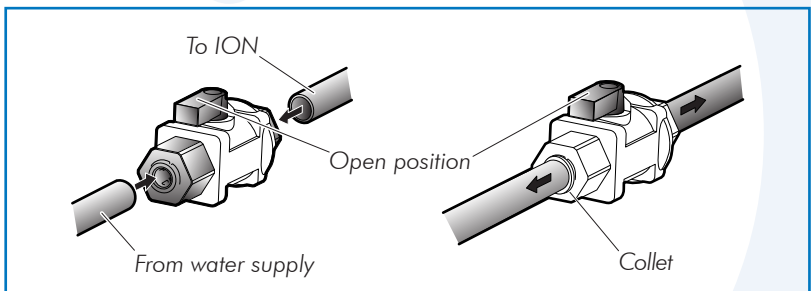
2. Install the Shutoff Valve about 12 inches from the back of the ION.
 - a. Cut the Blue Tubing squarely with a sharp knife.
 - b. Ensure the tubing has smooth, round outside diameter without burrs or scratches.
 - c. Firmly push the tubing into the Shutoff Valve, past the collet and through the internal orings for a secure connection.

NOTE: The tubing should move about 1/2" when fully inserted into the fitting.

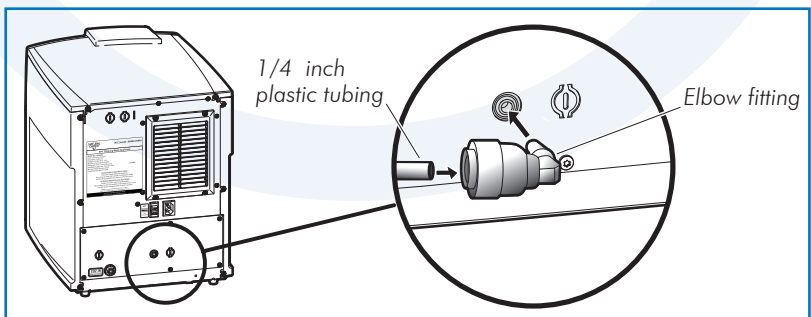


CAUTION: Quick Connect fittings require special care and handling. If uncertain about the connection, pull back on the collet and remove the tubing. Re-cut the tubing as needed to ensure a smooth round surface and try connecting the tubing into the fitting again.

NOTE: Leave the Shutoff Valve in the Open position as shown in the following illustration.



3. Firmly push the other end of the tubing into the Elbow Fitting. The stem of the Elbow Fitting is then pushed into the back of the ION at the location marked Water Inlet.



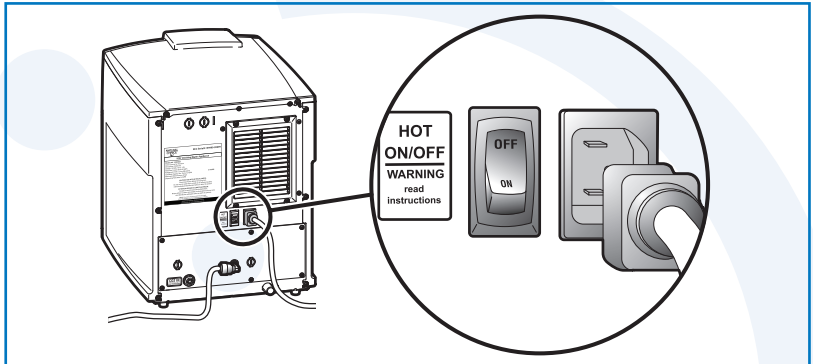
INSTALLATION (CONTINUED)

Step 2: Connect the Electrical:



WARNING: The hot water switch on the back of the ION must be 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.

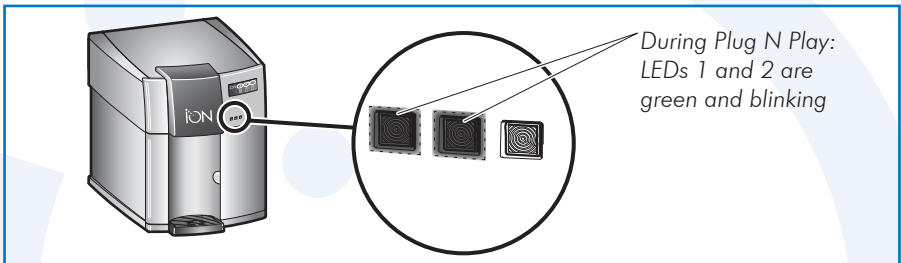
INSTALLATION (CONTINUED)

Step 3: Prepare the ION for Operation (Plug N Play Setup)

When you plug in the ION, it automatically prepares for operation requiring about five minutes to complete. During this time you may hear water flowing inside the ION. This is normal.

NOTE: The ION will not dispense water from the faucet while it is preparing for operation.

While the ION is preparing for operation, LEDs 1 and 2 are green and blinking.



- For Model 901, please go to page 14.
- For Model 902, 904, and 905, please go to page 13.
- For Model 903, please go to page 14

NOTE: In order for ION to properly prepare for Normal Operation Mode, the TDS of the water source MUST be 50ppm – 600ppm.

If the TDS of the water source is not within range, the ION will continue to fill past the level sensor during Start-Up, and overflow the Ice Bank. This will cause 2-3 gallons of water to spill from ION and into the surrounding area.

Should the ION start to overflow, unplug the machine and call our Technical Support department for further instruction.

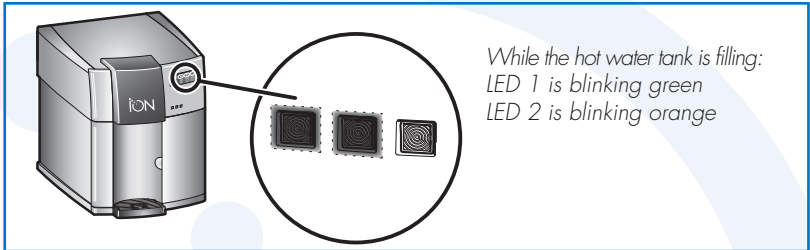
INSTALLATION (CONTINUED)

Step 4: Hot Water (Models 902, 904, 905 Only)

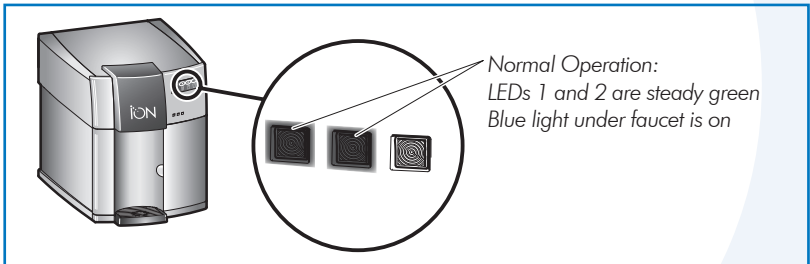
1. During the next two to four minutes, the ION automatically fills the hot water tank.

NOTE: The ION will not dispense water from the faucet during this period.

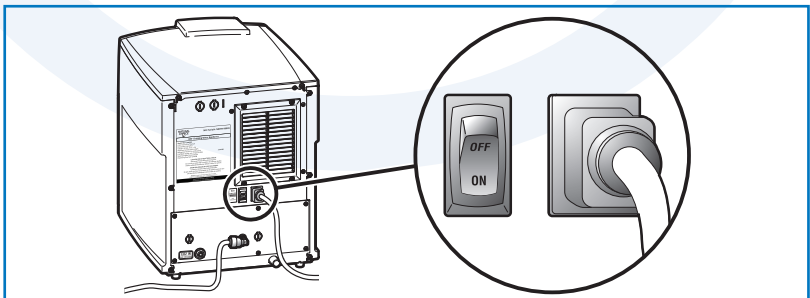
During this period, LED 1 is green and blinking and LED 2 is orange and blinking.



2. When the ION is done filling the hot water tank, it is in Normal Operation Mode.



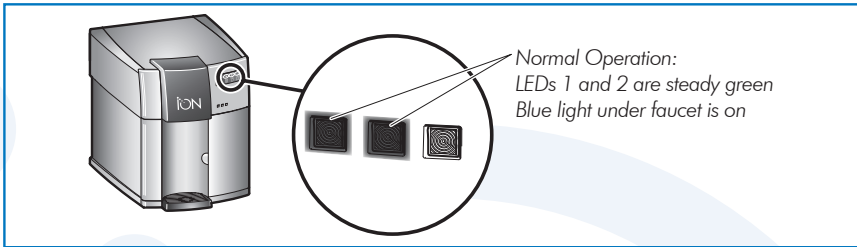
3. Place a cup under the faucet and simultaneously press the hot and safety buttons to dispense water. If water flows from the faucet, turn the Hot ON/OFF switch to the ON position.



Allow 8-10 minutes for the hot water to reach an ideal temperature.

NORMAL OPERATION

The ION is in Normal Operation Mode when LEDs 1 and 2 are steady green and the blue light under the faucet is on.



Dispensing Water

To Dispense:	Press:
Cold water	
Room temperature water (Models 901, 905)	
Sparkling water (Models 903, 904)	
Hot water (Models 902, 904, 905)	 Press both buttons at the same time.

SPARKLING WATER INSTALLATION

These instructions apply to Models 903 and 904 only.

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 a fixed position.

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

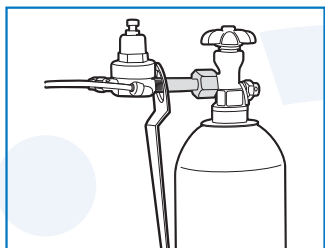
Do not transport full tanks without a license. CO₂ tanks can be ordered and shipped from authorized HAZMAT shippers.



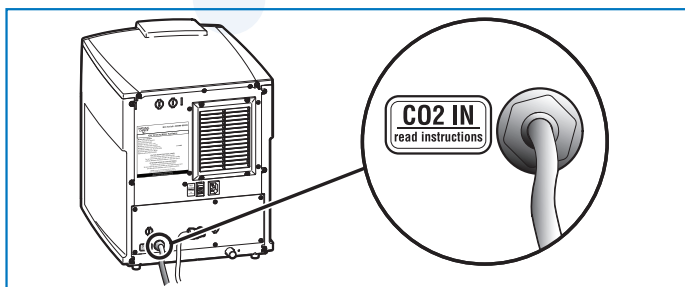
SPARKLING WATER INSTALLATION

For optimal carbonation, the water supply should be at least 60 PSI (4 bar) and ideally 80 PSI (6 bar). You can install an optional booster pump if the water supply does not meet the PSI requirement.

1. Connect the CO₂ regulator to the CO₂ tank and tighten with the wrench provided with the CO₂ regulator.



2. Connect the green CO₂ tubing (included with the ION) between the CO₂ regulator and the back of the ION.



3. Slowly open the CO₂ tank valve one turn and check for leaks at the tank, CO₂ regulator, and back of the ION. Correct any issues and re-check.
4. Press the sparkling water dispensing button on the touch panel to dispense the sparkling water.

Special Note About CO₂ Tanks

It is recommended that you purchase CO₂ tanks/regulators through Natural Choice. If you use third party equipment and damage occurs to the ION, the warranty is void. The filling and maintaining of the CO₂ tanks are not the responsibility of Natural Choice Corporation.

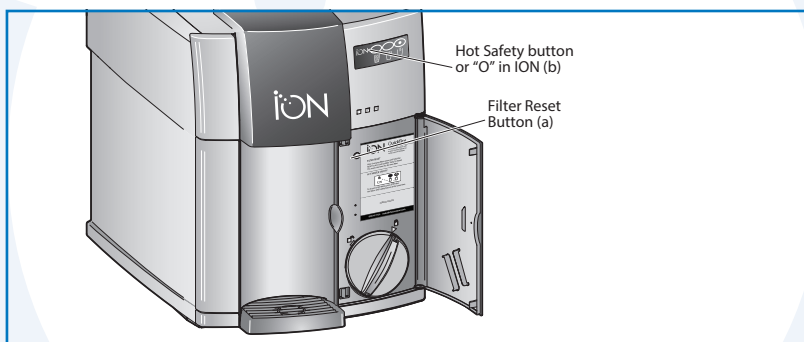
You can purchase CO₂ tanks from Natural Choice Corporation in 5 lb. tanks which last up to 1500 glasses, or 10 lb. tanks that can last up to 3000 glasses. Contact Customer Service at 1-800-547-7726 for more information.

SLEEPMODE FEATURE

The ION is programmed with an energy saving feature called SleepMode. This feature uses a light sensor. When the area is dark (i.e. evening and weekends), SleepMode automatically turns off the cooling system, and also reduces the hot water temperature on ION's with hot water.

If you place the ION in an area with (1) low light, (2) motion sensors, or (3) where the lights are turned ON/OFF frequently, you can program the ION to disable SleepMode feature.

1. Locate the proper buttons needed to disable SleepMode.
 - a. Filter reset button
 - b. Hot Safety Button (Models 902, 904, 905) or the "O" in ION (Models 901 & 903)
2. Unplug the ION and wait 3 seconds before plugging ION back in.
3. Press the Filter Reset Button and also Hot Safety Button (Models 902, 904, 905) or the "O" in the ION (Models 901 & 903) together and hold for 5 seconds. The ION will beep 5 times.



4. After ION beeps 5 times press the Filter Reset Button 3 times. You will see 1 blinking Orange Light.
5. Press the Hot Safety Button or the "O" in the ION. By doing this you are saving the program settings where SleepMode is disabled.

Replacing Your Filter

The ION arrives factory pre-programmed to alert you when a filter change is needed. LEDs 1 & 2 will be solid red after 1 year, or when your gallon usage point has been reached. The gallon usage point varies based on the type of filter ordered with ION. See below chart for your filter and gallon life.

Please note the life of the filter may be reduced in areas where the water supply has high levels of water sediment or rust.

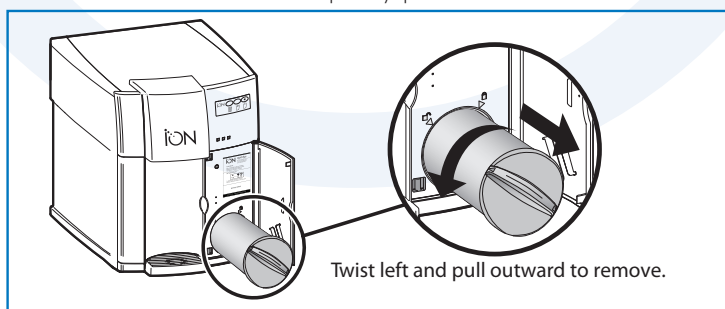
NOTE: You can extend the life of your filter by installing an optional Sediment Filter System available through Natural Choice. For details, contact Customer Service at 1-800-547-7726 or visit our website at www.naturalchoicewater.com.

EZChange Water Filtration Options

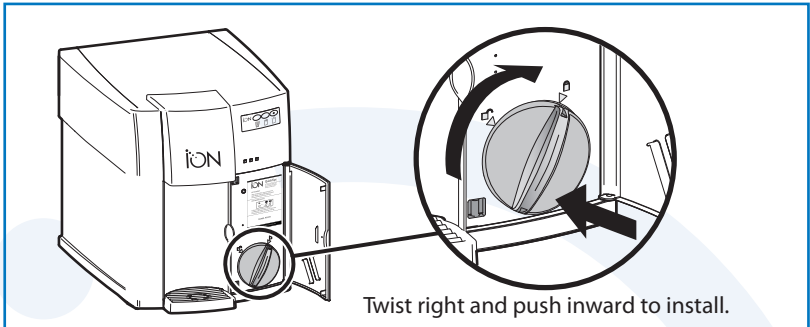
	Gallon Rating	Dirt / Sand	Chlorine	Taste / Odor	Lead	Cysts	VOCs
Basic	3000 Gallons	●	●	●			
CarbonPlus	1500 Gallons	●	●	●	●	●	
CarbonPro	750 Gallons	●	●	●	●	●	●

TIP: Before you start, you may want to have a towel or waste basket at hand because 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.



3. Install the new filter by inserting and twisting it to the right until the filter locks into place.



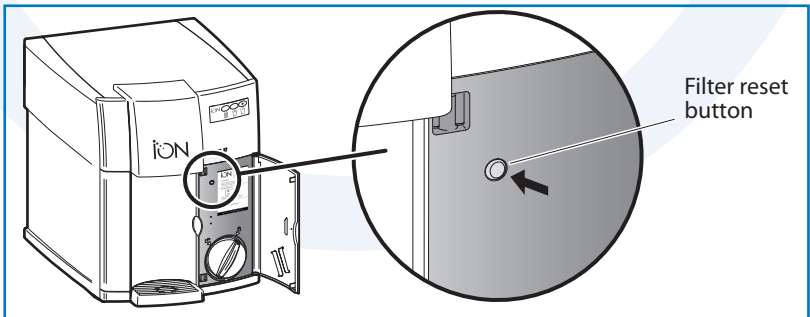
After the new filter has been replaced, the following steps must be completed before using the ION in Normal Operation.

1. Flush carbon dust and air from the filter by pressing the cold dispensing button until water runs clear (2-3 gallons may be necessary).



CAUTION: Do not press the hot water button when flushing new filters. Doing so may result in damage to the ION.

2. Press the filter reset button until you hear an audible beep. This will reset the gallon usage timer. If you have purchased a filter other than the factory installed filter, you will need to re-program the gallon settings per your new filter (See chart on page 17). See reprogramming steps on page 19.



Reprogramming Your Filter Timer

750 Gallons

1. Unplug machine, wait 3 seconds, plug in machine.
2. Press both the Filter Reset Button and Cold Dispensing Button together and hold down for 5 seconds. ION will beep 3 times. Press the Filter Reset Button until the following light sequence is reached: LED 1 will be solid Green and LED 2 will be blinking Red.
3. Press the Hot Safety Button (Models 902, 904, 905) or the "O" in the ION (Models 901 & 903) to save and exit Programming Mode.

1500 Gallons

1. Unplug machine, wait 3 seconds, plug in machine.
2. Press both the Filter Reset Button and Cold Dispensing Button together and hold down for 5 seconds. ION will beep 3 times. Press the Filter Reset Button until the following light sequence is reached: LED 1 will be solid Green and LED 2 will be blinking Yellow.
3. Press the Hot Safety Button (Models 902, 904, 905) or the "O" in the ION (Models 901 & 903) to save and exit Programming Mode.

3000 Gallons

1. Unplug machine, wait 3 seconds, plug in machine.
2. Press both the Filter Reset Button and Cold Dispensing Button together and hold down for 5 seconds. ION will beep 3 times. Press the Filter Reset Button until the following light sequence is reached: LED 1 will be solid Green and LED 2 will be blinking Green.
3. Press the Hot Safety Button (Models 902, 904, 905) or the "O" in the ION (Models 901 & 903) to save and exit Programming Mode.

NOTE: ONLY follow these instructions if you are using a filter different from your factory installed filter. If you have questions regarding this, please call Natural Choice before proceeding.

Cleaning the Exterior of the ION

The ION is designed to be cleaned with mild soap and water only. The faucet and drip trays are designed to be easily removed and dishwasher safe.

NOTE: DO NOT use chemical or abrasive cleaners because 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.

Cleaning the Fan

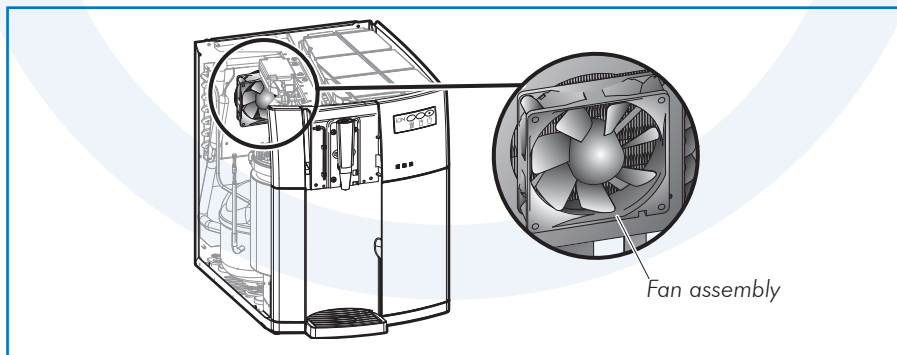
To ensure there is no dust or debris buildup, inspect the fan every 6-12 months (depending on the environment, more often may be necessary).

Visit the Natural Choice website at www.naturalchoicewater.com for a video on how to clean the fan.



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.



TRANSPORTING/STORING THE ION

Failure to properly drain and store the ION will result in damage of internal components and void the warranty.

Before you move or store your ION, make sure you complete these actions:

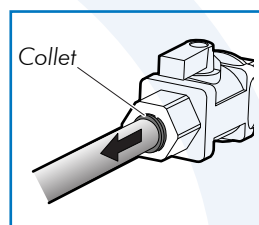
- Drain the ION of all water.
- Completely remove the filter during storage.

It is also good practice to disconnect the tubing from the fittings (shutoff valve and elbow).

If you have any questions about how to perform these steps, contact Natural Choice Technical Support at 1-800-547-7726.

Disconnecting the Fittings

1. Depressurize the ION by turning off the water supply and pressing the cold water button.
2. Remove the tube by pushing the collet square against the fitting and pulling the tube away from the fitting.



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 or visit our website at www.naturalchoicewater.com for more information.

Limited Warranty Information

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 (international 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 isn't 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 water supply. The quality of water supplies varies over time and with different geography. This Limited Warranty does not cover malfunctions of the 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 and you may 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 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



C USA

The ION 90X System when used with the Basic filter is certified by the WQA to NSF/ANSI 42 for Chlorine, Taste, and Odor. The ION 90X System when used with the CarbonPlus filter is certified by the WQA to NSF/ANSI 42 & 53 for Chlorine, Taste, Order, Lead, and Cysts. The ION 90X System when used with the CarbonPro filter is certified by the WQA to NSF/ANSI 42 & 53 for Chlorine, Taste, Odor, Lead, Cysts, and VOCs.

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