



JINNYS CO., LTD.

Head Office A-610, Cheonan Mirae Ace Hightechcity, 10 Baekseokgongdan 1-ro, Seobuk-gu, Cheonan-si, Chungcheongnam-do, South Korea, (ZIP:31094)
Factory 2nd Floor, B-dong, 5 Ra 411, Sihwa Industrial Complex, 185 Byeolmang-ro, Danwon-gu, Ansan-si, Gyeonggi-do, South Korea, (ZIP:15418)

Tel +82.41.558.9777 **Fax** +82.2.6455.9770 **E-Mail** jinnys@ilovejinnys.com
Home page www.mediqua.co.kr | <http://www.creweller.com>



AK-2000 User Manual



Contents

• Safety Guide	03
• Parts Guide	08
• Name & Function	09
• Special Installation Notes	11
• Installation Instructions	12
• Installation Guide (Under Counter)	13
• Connect to Under Counter	15
• Internal Filter Replacement	17
• Color LCD Touch Display	18
• LCD Function	19
• Specific Features	20
• Operation Method	21
• MODE (Amperage/Volume Adjustments)	22
• Operation Warnings/Error Messages	23
• Filters	24
• Explanation of Ionized Water	26
• Alkaline and Acidic Water Usage Guide	27
• Common Problem and Solutions	31
• Acidic Cleaning Instructions & Routine Maintenance	33
• Q&A	34

SAFETY GUIDE : Read Completely

- Before installation or operation of the **mediqua** Ionizer, read this instruction manual completely.
- Some parts may have been altered to improve product quality, function or ease of use.

✂ Refer to the following key symbols and indicators throughout the manual.



〈CAUTION〉



〈WARNING〉



〈DANGER〉

	Improper use may cause bodily injury
	Information on prohibited functions and uses
	Make note of important information
	Do not open as it may cause electric shock or other injury
	Disconnect power plug in case of malfunction



Improper use may cause bodily injury.



When drinking Ionized Alkaline Water - Do not take prescription or other medications for approximately one hour before and after drinking water.



As with most electrical appliances , electrical parts in this ionizer are electrically alive even when switch is off.



This machine should not be repaired or otherwise disassembled by any unauthorized person as it may cause electrical fire or shock, and will void the manufacturer's warranty.



Do not place the machine in humid areas such as bathrooms.
Do not clean this machine by spraying the ionizer with water as it may cause electrical shock.



As with most electrical appliances, electrical parts in this ionizer are electrically alive even when switch is off.

	Power cord should not be touched with wet hands.
	<p>If the ionizer machine falls into water :</p> <ol style="list-style-type: none"> 1. Unplug power cord from electrical outlet. 2. Wipe the machine down and place in shaded area. 3. Contact your dealer.
	<p>Most countries require (220V,110V). The power cord cannot be altered from manufacturer's specs.</p> <p>Do not crimp or staple the power cord as it could cause electrical shock.</p>
	Power cord should be plugged directly into an electrical outlet.
	Do not connect multiple appliances into a single power receptacle.
	Dusty or dirty electrical outlets may cause safety issues.
	Bending, twisting, pulling or putting heavy objects onto the power cord may cause electrical problems including fire.
	If power cord, plug, or electrical outlet are damaged, discontinue use immediately.



Improper use may cause bodily injury.

	Place machine in an upright position only.
	Do not install this unit in direct sunlight or near a heater, fireplace or other heat source.
	Do not use water with a temperature of over 95degrees Fahrenheit or 35 degrees Celcius.
	If wall mounted, secure firmly and correctly.



Improper use may cause structural damage to the unit or physical injury.

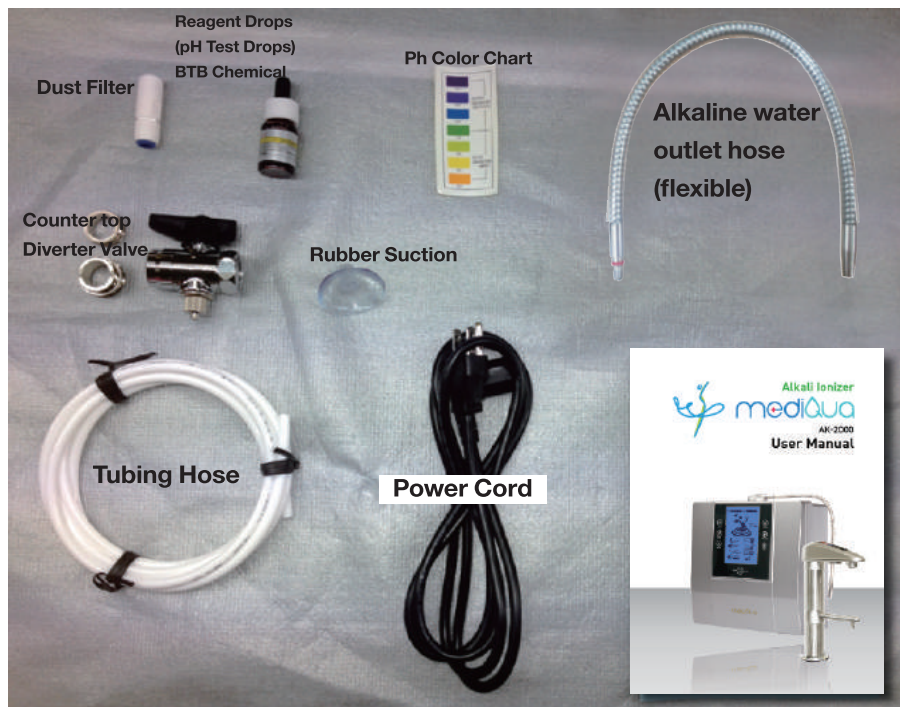
	If not used for several days, run water through the unit for 1 to 3 minutes before starting.
	If inexperienced with drinking Ionized Alkaline Water, users are encouraged to start with lever 1.
	DO NOT DRINK ACIDIC WATER.
	Do not store Alkaline or Acidic water in metal containers.



Improper use may cause structural damage to the unit or physical injury.

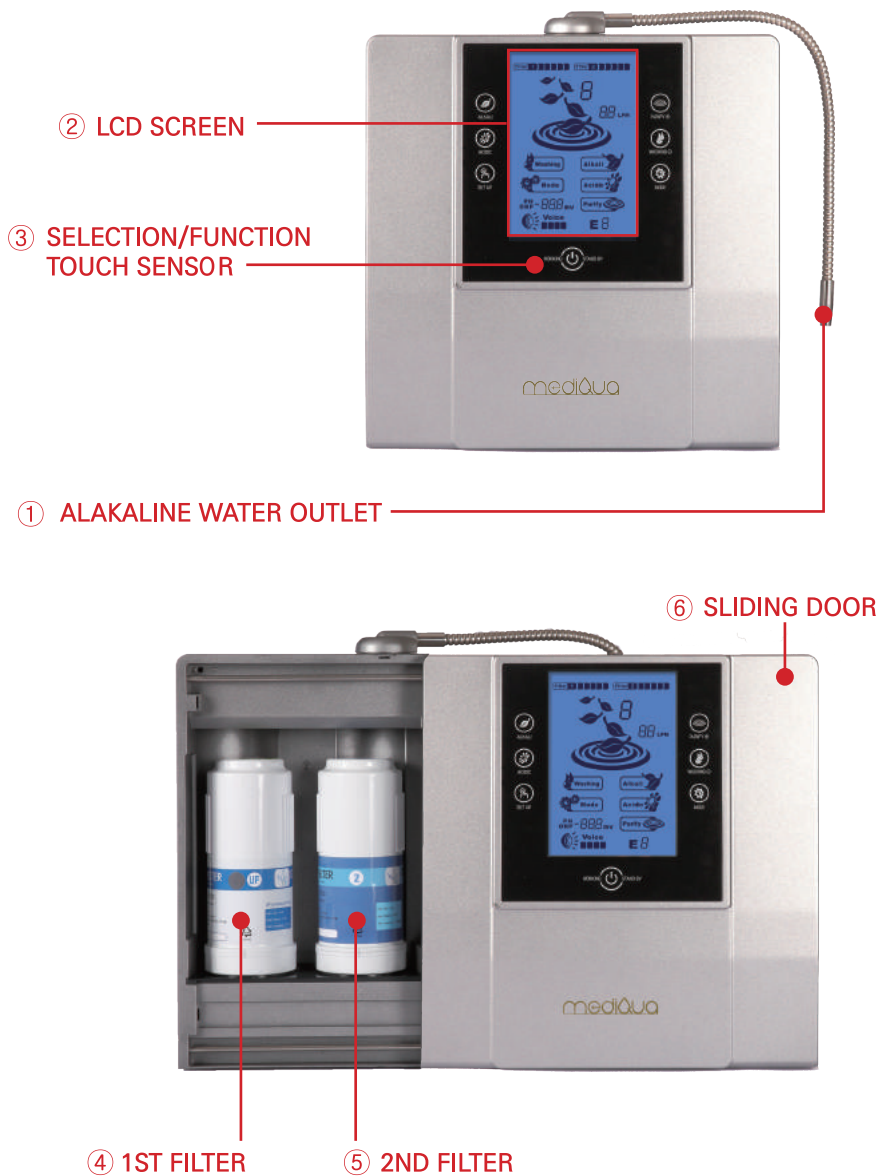
	Aluminum and brass containers will be tarnished by Alkaline and acidic water.
	<p>When handling the pH test (reagent drops)</p> <ol style="list-style-type: none">1. Keep away from eye area. If eyes become irritated, flush thoroughly and consult a doctor.2. If accidentally swallowed, drink water and consult a doctor.3. Store in an airtight container away from the reach of children.4. Drops are flammable. Keep away from children.
	<p>Do not block the unit vent as it can cause overheating and/or electrical problems.</p> <p>Do not use benzene, thinner, or chemicals to clean the unit as it can damage the housing.</p> <p>Do not block the water passage or tubing.</p>
	<p>If the machine will not be used for several days...</p> <ol style="list-style-type: none">1. Unplug the power cord from the electrical outlet2. Turn off the water valve to avoid leaking3. Remove filters, drain and place in refrigerator in plastic bags.

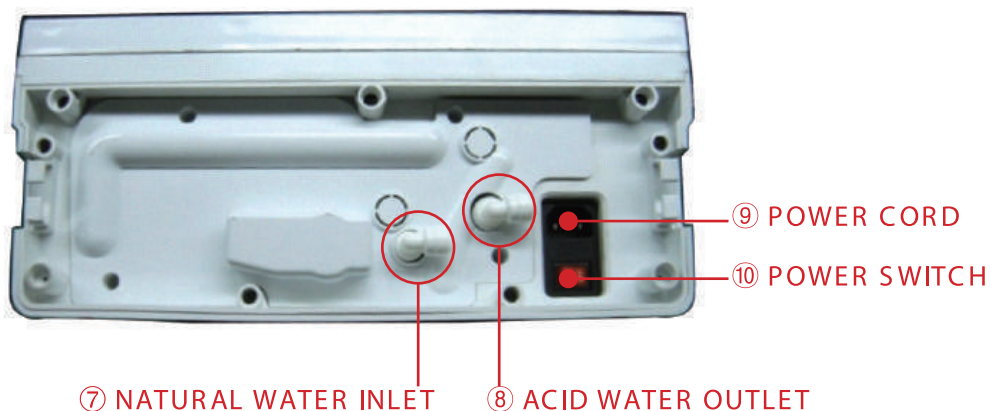
Parts Guide



1. Refer to the diagrams on the following pages before beginning installation.
2. Be aware that a 110v outlet (USA) or 220v outlet is required. If the outlet is located under the sink, make sure it is not near the water source.
3. If after installation the water has an odor, Please consult your dealer.
4. How to use reagent drops: (BTB Chemical). Put 2-3 drops in approximately 1ounce of water to be tested. Compare color to color chart provided in kit to determine pH level.

Name&Function Of Unit

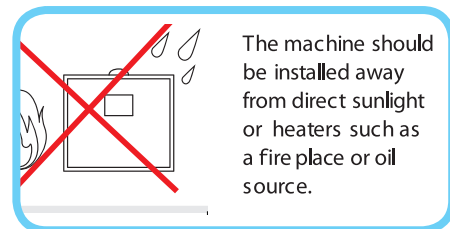
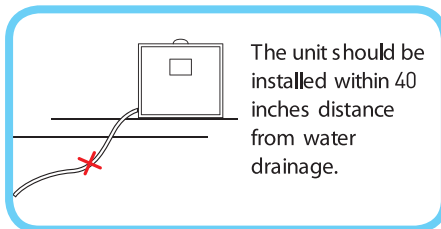
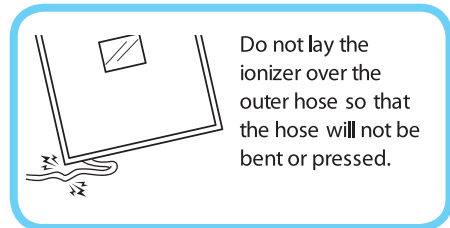
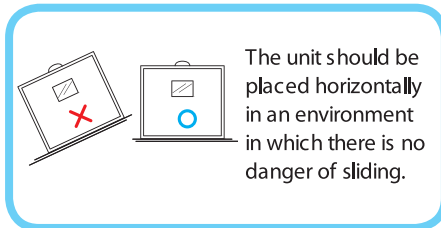




1. **ALKALINE WATER OUTLET**
This is alkaline/acidic water outlet while electrolyzing.
2. **LCD SCREEN**
All the functions of the main unit are to be displayed on the LCD screen.
3. **SELECTION/FUNCTION TOUCH SENSOR**
This is the selection sensor to select the level of alkaline/acidic or purified water.
4. **1ST FILTER**
This is for filtering contaminants from the tap water inlet valve.
5. **2ND FILTER**
This is for filtering additional sediments from the water after passing through the 1st filter.
6. **SLIDING DOOR**
Quick and easy 1st & 2nd filter exchange by sliding the door open.
7. **NATURAL WATER INLET**
Water inlet from the tap water faucet or water manifold to the unit.
8. **ACID WATER OUTLET**
This is to drain the acidic/alkaline water while the water is ionizing.
9. **POWER CORD**
To provide electric power.
10. **POWER SWITCH**
ON/OFF switch for main power supply.

Special Installation Notes

- Before installation, make sure of your electric power voltage. This unit is only for use with 110V/220V.
- The unit should be installed away from direct sunlight or cold areas, as it may cause breakage.
- Be sure to close the natural water from the tap. The ionizer should be connected to cool water. (Never connect to hot water.)
- Do not install this unit near a heater or other heat source.
- Do not make any modifications to the internal or external parts of the machine.



Installation Instructions

※ Use Cold Water Only With Your Ionizer

STEP1 : Unscrew the existing aerator from your faucet.

STEP2 : Use teflon plumbers tape on the threads. Screw the diverter valve onto your faucet. Three different sized adaptors are included for non-standard sized faucets.

STEP3 : Unscrew the round nut from the side of the diverter valve. Slide the nut over the end of the 1/4" tubing and then screw the nut back onto the diverter valve. Tubing should now fit snugly onto the diverter valve.

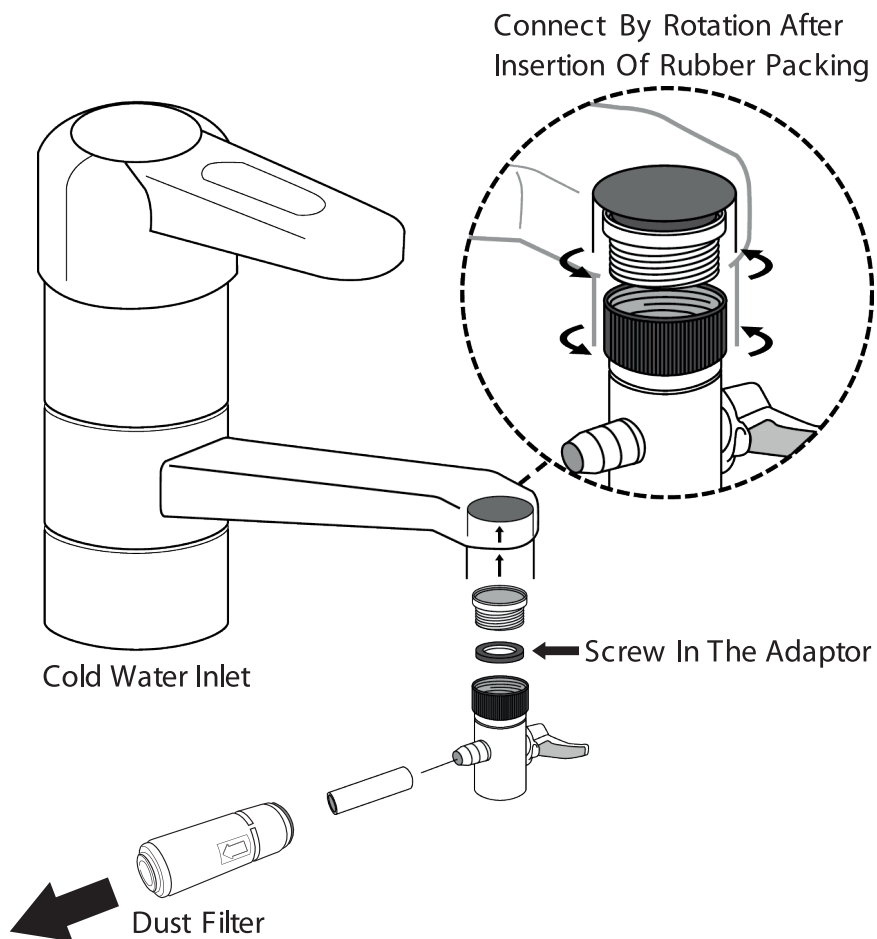
STEP4 : Lay the ionizer down on its back and you will see two white elbows extruding from the bottom of the machine. There will be an off-white collar around the base of the elbow. Depress the collar towards the machine while simultaneously extracting the elbow from the machine. Now, holding the elbow in your hands, you'll see a similar collar near the end of the elbow. In the same way as you extracted the elbow, you can depress the collar towards the elbow and extract the plug from the end of the elbow. It is sometimes helpful to use the back of a butter knife or screw driver to remove the plug. If you ever need to remove the tubing from the quick release, you will use the same process.

STEP5 : Run tubing from the diverter valve to the inlet valve on the bottom of the ionizer. Be sure to push the tubing into the quick connect valve 1/2" until it is firmly seated.

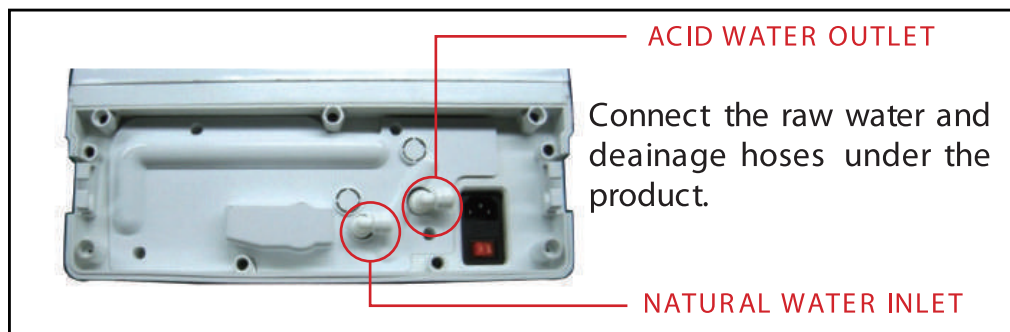
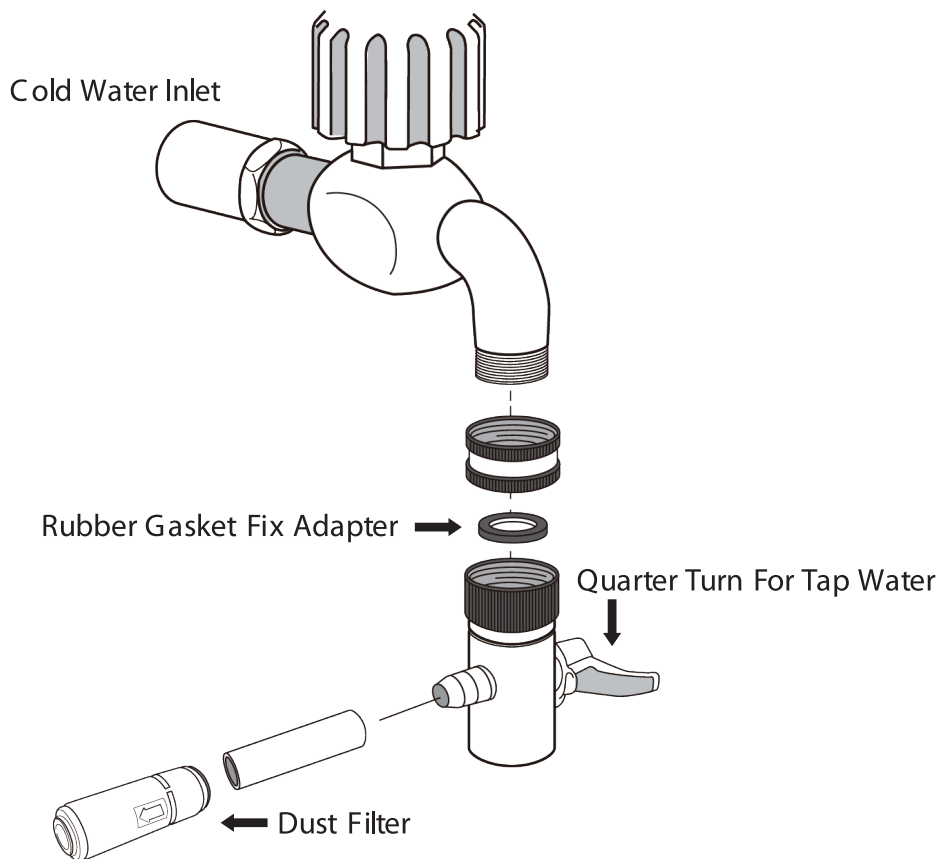
STEP6 : Insert one end of tubing into outlet valve on bottom of unit and run the other end into the sink securing it with the suction cup provided. Some units may contain water. Don't be alarmed; we test units for quality before shipment!

INSTALLATION GUIDE

(Valve For Desk Sink Water Taps)

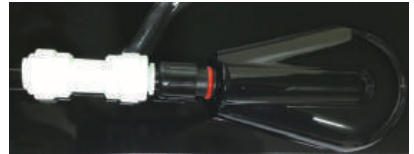


INSTALLATION GUIDE (Valve For Wall-Method Water Taps)



Connect to UnderCounter (only Under Counter Type)

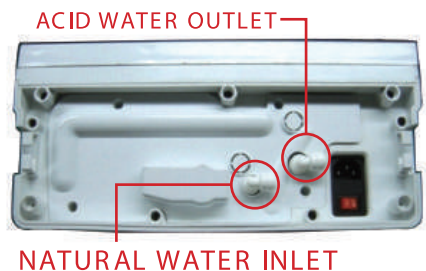
1. Snap in plastic adaptor into top of unit where flexible metal hose was in place.



2. Cut a piece of 1/4 inch tubing and connect it to plastic adaptor on top of unit, then insert other end of tubing into the alkaline tubing connection on faucet.



3. Connect a piece of 1/2 inch tubing from "NATURAL WATER INLET" on bottom of ionizer, to the acid connection on faucet.



4. Plug in electrical extension wire into faucet connection and plug in the other end into the back of the ionizer.



5. Press power button on top of faucet to turn on ionizer.

• **Optional Function Touch Sensor**

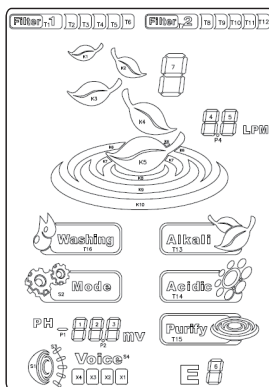


- ① It works at Operation/Stand by MODE.
- ② It works when Alkaline water selection is done.
- ③ It works when Acidic water and purify water selection is done.



Power button

Internal Filter Replacement



- **1ST FILTER :** The 1st filter life is indicated on the left side of the LCD screen. The lights will decrease as the filter life diminishes. When the filter life has 700liters remaining, there will be a voice message to exchange the filter. The unit will not work when the filter life is fully used.

- **2ND FILTER:** The 2nd filter life is indicated on the right side of the LCD screen. The lights will decrease as the filter life diminishes. When the filter life has 700 liters remaining, there will be a voice message to exchange the filter. The unit will not work when the filter life is fully used.

Life of 1st filter: about 4,000 liters (about 4,226 quarts)

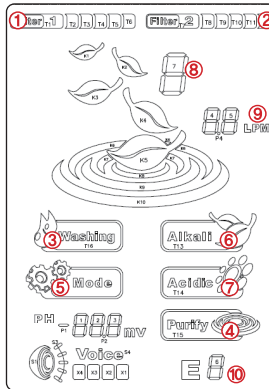
Life of 2nd filter: about 8,000 liters (about 8,453 quarts)

※ How to Exchange Filters

- ① Push the front from left to right side to open up.
- ② Select the filter and turn left to release it out of the socket.
- ③ Be sure to take the sticker off of the new filter.
- ④ Turn the filter into the filter socket to lock (right side) direction.
- ⑤ Close the front from right to left side and then touch operating sensor
- ⑥ After draining out about 5 liters (about 5 quarts) water, in the waiting mode, please touch alkaline water sensor so as to drink the water.

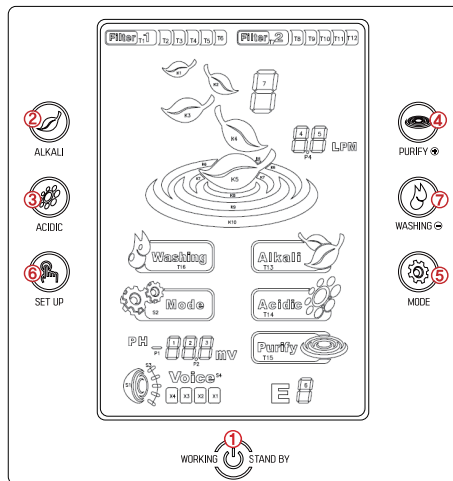
LCD Screen & Touch Sensor

* LCD Screen



- ① 1st filter life indicator
- ② 2nd filter life indicator
- ③ Wash selection lamp
- ④ Purity water selection lamp
- ⑤ Mode selection lamp
- ⑥ Alkaline water selection lamp
- ⑦ Acid water selection lamp
- ⑧ Alkaline/Acid water level
- ⑨ Amount of water & speed
- ⑩ Error display lamp

* Optional Function Touch Sensor



- ① It works at Operation/Stand by MODE.
- ② It works when Alkaline water selection is done
- ③ It works when Acidic water selection is done
- ④ It works when Clean water selection is done
- ⑤ It is to alter with Selection Mode.
- ⑥ It is to set the MODE after selection.
- ⑦ It works for compulsory washing.

LCD Function

① **1st filter life indicator:**

It shows the 1st filter's remaining life.

② **2nd filter life indicator:**

It shows the 2nd filter's remaining life.

③ **Wash selection lamp:**

It will be used when compulsory washing function is required. (If the unit works continuously up to 10,20,30 liters (you can select) or a little over 10,20,30 liters (you can select) quarts, even if it is in automatic operating mode, there will be an activation of 20 sec. automatic washing function.)* This washing time and period shall be decided upon the capacity setting.

④ **Purity water selection lamp:**

The Purify lamp is ON when purify water is selected.

⑤ **Mode lamp:**

It is to alter with Selection Mode.

⑥ **Alkaline water selection lamp:**

The Alkali lamp is ON when alkaline water is selected.

⑦ **Acid water selection lamp:**

The Acidic lamp is ON when acidic water is selected.

⑧ **Alkaline/Acid water level:**

It marks the level of alkaline/acidic water.

⑨ **Amount of water & speed:**

It shows the amount and speed of inlet water.

⑩ **Error display lamp:**

This is the function to use when the unit has a malfunction or error.

Specific Features

1. It has one-touch sensing ON/OFF system for selecting each function.
2. It has 9 sheets or 7 sheets of Platinum coated Titanium electrode plates (patented).
3. It can produce 9 levels of water – four (4) alkaline water, four (4) acidic water, one (1) purified water.
4. Big LCD screen (Different Color LCD display).
5. You can select the levels by using our convenient Touch Screen system.
6. There is a pH level (acid and alkaline concentration) display on the LCD screen.
7. The pH of the water will be displayed on screen shown by 7 different colors (reds is most acidic and purple is most alkaline).
8. It has self-diagnosis and error display function in the system.
9. There are 2 big capacity filters in the system.
10. There is wireless filter sensing function in the system to check the certified parts and to sense the filter life.
11. It has a function to see the actual amount of serviced water by the filter life display.
12. It has voice message function for each mode & ON/OFF function as well in the system.
13. Outlet water amount per minute (min) shall display by liter (ℓ).
14. It has SMPS power control system.
15. It has an auto-clean feature that drains and cleans the unit after each use.
16. The automatic cleaning cycle ensures better sanitation and a wellmaintained unit.
17. While dispensing water in purified mode, the machine is designed to cut off acidic water output, which saves unnecessary water waste.
18. Convenient front sliding door for easy filter access. (patented)

Operation Method

1. Softly touch the On/Off button on the front of the ionizer.

- When you first turn the power ON, there will be up to 2 liters of water washed through the unit automatically.
- After the wash is completed, you may select the operating sensor for the function you wish.

2. When you select the Alkali button, you will see each level of pH shown by colors on LCDscreen. There will be a voice message announcing the level of alkaline water as it is being dispensed.

- Every touch will raise the level of alkaline water. Keep touching the sensor until you get the level desired.
- As it has memory of previously used pH level, it will dispense the same level of alkaline water as the last setting used.
- However, if you previously selected and used level 4, it will revert to level 2 for safety precautions.

3. When you select the Acidic button, you will see each level of pH shown by colors on LCDscreen. There will be a voice message announcing the level of alkaline water as it is being dispensed.

- Every touch will raise the level of acidic water. Keep touching the sensor until you get the level desired.
- If you last dispensed acidic water, the unit would automatically reset itself for alkaline water production for safety reasons.
- The screen will blink when acidic water is dispensing.

4. When you select the Purify button, purified water will be dispensed.

5. When you touch the Washing button, the screen will blink red and there will be a voice message saying "Don't drink the water." After it automatically washes for 30 seconds, it will return to Standby mode.

- You can do compulsory washing function when you need to clean the electrolytic cell.
- After the washing cycle is completed, the unit will convert to alkaline water.

MODE (Amperagem, Volume, Adjustments)

AMPERAGE ADJUSTMENT

- Turn machine on.
- Hold down the "Mode" sensor for 5 seconds.
- Scroll through menu by pressing "Mode" until the Alkali symbol appears and flashes.
- Press the "Alkali" symbol to select which Alkali level you wish to adjust.
- Once you have selected the Alkali level, press the "Purify+" symbol to increase amperage or the "Washing-" symbol to decrease amperage. (Note: The unit comes factory set at 50 and can be increased to a maximum value of 100 or decreased to a minimum value of 0 in 1 point increments.)
- Once you have completed adjusting your amperage press "Set up" to save your settings.

VOLUME ADJUSTMENT

- Turn machine on.
- Hold down the "Mode" sensor for 5 seconds.
- The first selection on the menu is the volume adjustment mode easily recognizable by the word "voice" flashing on the bottom of the screen.
- To increase volume, press "Purify+"; to decrease volume press "Washing-" (Note: The unit comes from the factory with the volume set to its maximum setting)
- Once you have completed adjusting your volume press "Set up" to save your settings.

Operation Warnings/ Error Messages

- Improper use may cause structural damage to the unit or physical injury.
- Do not make any adjustments to the unit.
- Do not place anything on the unit.
- Disassemble the alkaline water outlet pipe (Faucet hose) before picking up the unit. Failure to do so may cause the hose to break which will result in water leakage.
- Water drain outlet should not be closed.
- Be sure to check the electric power 110V/220V prior to use.
- Do not use hot water as the ionizer is meant for cool water only.
- Unplug the electric power when not in use for a long time (over a week).
- Do not use well water, underground water, polluted water or metallic water.
- Do not use water with a temperature of over 35 celcius/ 95 fahrenheit as it may cause damage or short filter life (Room temperature is best).
- Do not use pre-ionized water.
- Do not clean the unit by alcohol.
- Only use certified replacement filters.
- Be careful not to shake or drop the unit.

CHECK: In case the water inlet volume is less than 1.0 liter per minute or over than 5.0 liters per minute, the unit will not work for electrolysis operating in order to protect itself. Therefore, water pressure of the natural water should be adjusted accordingly. (Error code : E1)

E1 : Water flow from faucet is either too high or too low

E2 : The Filters memory reading problem

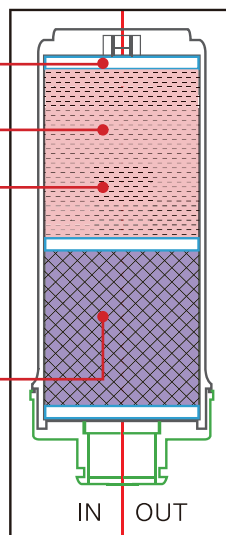
E5 : Overload and temperature problem

After checking the ERROR CODE, please contact technical support.

Filters

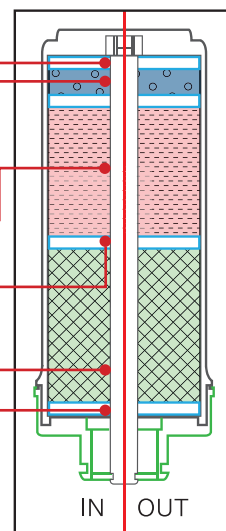
1st UF filter

- High Density Sediment Layer
Eliminates sediments (mud, rust, sand, etc)
5 microns or larger.
- Activated Carbon
Ultra-fine coconut shell carbon.
- High Density Sediment Layer
Eliminates sediments (mud, rust, sand, etc)
5 microns or larger.
- Sediment Layer
Eliminates sediments (mud, rust, sand, etc)
10 microns or larger.



2nd Multi Carbon filter

- High Density Sediment Layer
Eliminates sediments (mud, rust, sand, etc)
5 microns or larger.
- Calcium ball Ceramic Technology
For the reduction of Chlorine and Chloramines.
- Activated Carbon
Ultra-fine coconut shell carbon.
- High Density Sediment Layer
Eliminates sediments (mud, rust, sand, etc)
5 microns or larger.
- Activated Carbon
Ultra-fine coconut shell carbon.
- High Density Sediment Layer
Eliminates sediments (mud, rust, sand, etc)
5 microns or larger.



UV Lamp

UV lamp which is equipped at the top of the electrolyzer allows you to drink more clean and safety Alkaline Water by powerful antiseptic treatment of harmful bacteria in the human body lighting UV Lamp to Alkaline Water which passes the first filter, the second filter, finally electrolyzer.

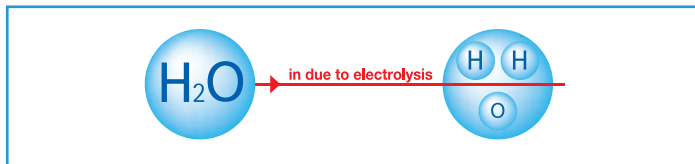
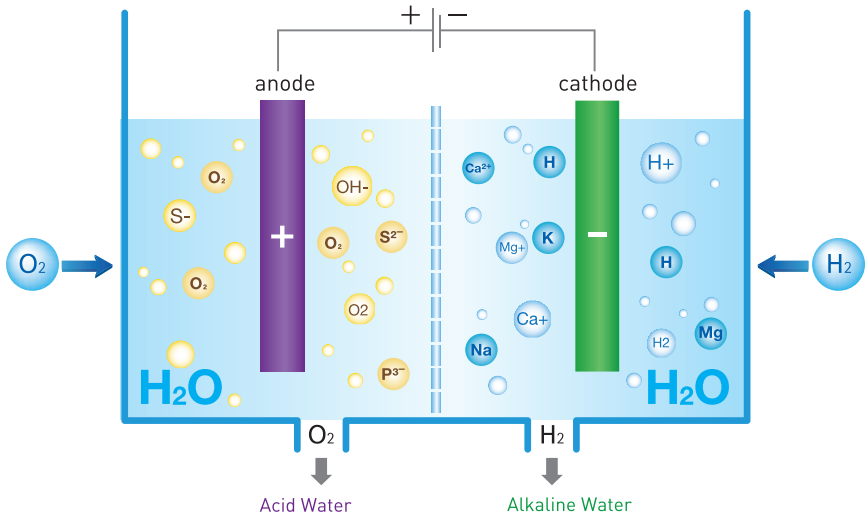
Scale remover filter



The Use Of The Cleaning Filter

- * Use to remove the scale for the electrolyzer about 2~6 months, depended on the quality of water in countries.
- * When this device makes voice for the filter exchange, replace the filter. In the place of the second filter, put the cleaning filter, and run the first level of Acid water about 10 minutes.
- * Pull out the cleaning filter, insert the second filter.
(The cleaning filter is disposable.)

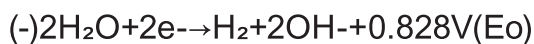
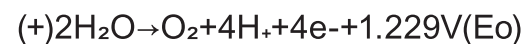
Explanation of Ionized Water



With electrolyzed water, the cathode (-) produces Alkaline Ionized Water with minerals (pH scope 7.5~10) – such as Ca, K, Mg, Na, etc. because of the hydroxyl ion (OH⁻) generating reaction.

The anode (+) has lots of hydrogen (H⁺) (pH scope 3.5~6.5) because the oxygen gas (O₂) generates a reaction and acid ion water has many ions such as Cl, S, P.

The Ionized Alkaline Water and acid ion water made by an electrolytic reduction water generator, has characteristics like those below.



Alkaline and Acidic Water Usage Guide

Alkaline Water Usage Guide

1. If the machine has not been used for more than 24hours, let the water run on the “Purified Water” setting for at least 3 – 5minutes before any operation.
2. First time users who are not familiar with this water are recommended to start with Ionized Alkaline Water level 1 and adjust the quantity or level of water which might fit you the best. Increase slowly over time as your body adjusts.(Level 1 is recommended for first time Alkaline Ionized water drinkers.)
3. Store Ionized Alkaline Water in an airtight glass container and put it in a refrigerator for no longer than 2 days for maximum benefit. The first 12 hours after ionization the water is most effective.

Acidic Water Usage Guide

(Acidic water is not drinkable – DO NOT DRINK)

1. Use acid water only for disinfecting, cleaning, plants and as a face/skin toner.
- 12 Acidic water properties are the best 1–7days after ionization if it is put in an airtight glass container and kept refridgerator.

Purified Water Usage Guide

1. Clean water is chlorine free due to the internal ionizer filters and ionizer pre-filters.
2. It is best to drink purified water when taking medication.
3. Can a person drink Ionized Alkaline Water when on medication? Yes , as a precaution DO NOT DRINK Ionized Alkaline Water 45 minutes to one hour before and after taking medication or supplements.

•Uses for Ionized Alkaline Water

Highly Ionized Alkaline Water: pH 11.0+

Highly Ionized Alkaline Water preserves hygiene in our daily life due to its strong cleaning effect.

Food Preparation: Wash Vegetables and fruit.

Cleaning: Clean cutting boards with. Good for cleaning oil and tough grime from vents, as well as for general cleaning in the kitchen.

Stain Removal: The extra strength, absorption power will remove coffee, soy sauce and oil stains with ease. Also great for getting out stubborn toilet bowl stains.

Dishes: Use less detergent when hand washing dishes. Save on water bills, as only one-third to one-fourth of the usual amount of water is adequate cleaning and for rinsing with detergent.

pH Water: 8.0-10.0

Absorbing, dissolving and heat conducting benefits.

Drinking: Drink 2-cups of Ionized Alkaline Water first thing in the morning. It is important to include vegetables in your diet.

Food Preparation: Clean vegetables and fish. Enhance the flavor of broccoli, onions, etc. by pre-boiling them in Ionized Alkaline Water. Use less condiments and salt in your diet.

Rice: Use Ionized Alkaline Water for washing and cooking rice. The result is delicious and fluffy rice.

Tea: Taste and aroma are everything to many people. You will be surprised at the improved color, taste, and aroma. You can use less tea and still achieve a full rich taste.

Soups and Stews: Ionized Alkaline Water draws out the flavor of ingredients so they get tender and juicy. Therefore, less seasoning such as salt and soy sauce are needed. This water is good for people who want to reduce their salt intake.

Plants: Watering plants and flowers. Ionized Alkaline Water extends the freshness and life of plants. Ionized Alkaline Water with a pH level of 9.0 can also restore the health of sick plants. Ionized Alkaline Water stimulates germination and improves seeding development.

Animals: Your animal's health will improve dramatically. Unpleasant body odor will decrease, as well as the odor of feces and urine.

Crafts: Excellent for dyeing cloths, as well as other craft projects. You will love the vibrant colors obtained when using this water.

Health: Through continuous use, the acidic tendency of your body can be gradually corrected to an Alkaline levels. Drink at least half your body weight in ounces in order to gradually change an acidic level to a slightly Alkaline one.

Colon cleansing: Warm the water to body temperature and use the colon cleansing unit to remove accumulated debris and waste.

Other Uses: One theory is that this water reduces free radicals. Recently, this water has been acclaimed as "Free Radical Water". It slows down aging and stabilizes body temperature.

pH Water: 7.0

Free of chlorine, rust and cloudiness. Clean water is delicious drinking water.

Children: Use purified water with a pH of 7.0 when preparing baby food.

•Uses for Acidic Water

pH Water: 4.0–6.0

Face wash: The astringent properties of acidic water are effective in toning and firming your skin. Pat the skin and leave to dry. This water is also excellent as a toner after shaving.

Hair Care: Use this water to rinse your hair after shampooing. Reduces annoying tangles and brings out a radiant shine. Keep in a spray bottle and spray your hair and face when you're out and about.

Bath Water: Add acidic water to your bath water to keep your tub free of bathtub rings. Bathing in this water gives your body a warm and comfortable feeling.

Pet Care: Spray your pet with this water and brush afterwards to obtain soft and shiny fur. Great for grooming your pet!

Rinse Cycle: Soaking with acidic water before the spin cycle will soften your clothes.

Cooking beans: Various types of beans, such as kidney beans and green peas, will cook to perfection. Just be careful not to overcook your beans. Acidic water will speed up the cooking time! This is energy saving water!

Fried Food: Fried food comes out nice and crispy.

Frozen food: Spray foods with acidic water when freezing so that the food, including fish and shrimp, does not lose its flavor when thawed.

Stains: To remove stains, grime and grease, leave to soak in water for 24 hours.

Dishes: Dishes and glasses come out sparkling clean.

Polishing: Polish mirrors, eyeglasses, glass objects and windows to a high sheen.

House Cleaning: Remove dirt from hardwood floors, ceramic tiles, etc. without leaving a sticky residue.

Common problems and solutions

- **The power light is not on or the power switch doesn't seem to work:**

- ① Unit may not be plugged in correctly.
 - ▶ Make sure power plug is plugged into outlet correctly.
- ② Unit may be plugged into an outlet controlled by a switch.
 - ▶ Plug unit into an outlet that is constantly 'hot'.
- ③ Fuse at the bottom of the machine may be blown.
 - ▶ Replace the fuse at the bottom of the unit.

- **Water volume is low or doesn't come out of the unit.**

- ① Angle Valve Adapter and/or cold water supply are turned off.
 - ▶ Make sure all water supply valves are open.
- ② One or more of the water supply tubes is crimped.
 - ▶ Check all hoses and tubes.
- ③ House water pressure is too low.
 - ▶ Water pressure may be low for many reasons (RO system, sprinkler system, etc) Call Tech Support for assistance.

- **Tubing is leaking:**

- ① Tube is not seated properly or there is a hole in the tubing.
 - ▶ Disconnect and reconnect tubing making sure it is seated 1/4 inch deep or replace tubing.

- **Water has an unpleasant odor or taste:**

- ① The internal filters may need to be replaced.
 - ▶ Call your dealer to place an order for new filters.

- **Unit is making an unusual noise:**

- ① The problem is internal and requires a qualified technician.
 - ▶ Unplug the unit from the power source and call Technical Support.

- **Ionizer is leaking:**

- ① The problem is internal and requires a qualified technician.
 - ▶ Unplug the unit from the power supply and call Technical Support.

Acidic Cleaning Instructions & Routine Maintenance

Many locations have excessive mineral content in the source water that can build up inside the ionizer over time and cause blockage. A routine acidic cleaning of the ionizer chamber can help maximize the life and performance of your ionizer by reducing the build up of these harmful minerals. In areas with heavy mineral content, this is recommended once a week. It is also recommended to do this procedure in the evening as it takes several hours to be effective.

Q&A

Q:What should I expect from drinking Ionized Alkaline Water?

A: This will initially depend on what level of strength you begin drinking Ionized Alkaline Water. Ionized Water provides your body with lots of oxygen, which is why it gives us energy. Ionized Water is much smoother tasting than conventional water. It makes better coffee, tea, juice, etc. Ionized Alkaline Water is wonderful to cook with because it helps hydrate the food and bring out its flavor. However, other changes in your body will be much more subtle. If you have accumulated acid waste in your system, it probably took years for you to get into that condition and it will take some time to reverse it. As the body is slowly brought into pH balance by drinking Ionized Water, it will naturally begin to function more efficiently and problems will begin to correct themselves.

Q: Is there anyone who should not drink Ionized Alkaline Water?

A: Some people must start by drinking very small amounts of Ionized Alkaline Water, such as 8 oz. of strength level 1 (one) per day. This is especially true of the elderly who often have unfortunately allowed heavy metals and other toxins to accumulate in their bodies. Sometimes years of medication has accumulated in them as well. Children 3 years and younger should not drink Ionized Alkaline Water. They may only drink the purified water from the Ionizer. Children between the ages of 4 years and 12 years should only drink Ionized Alkaline Water at strength level 1 (one) and strength level 2 (two). Children between the ages of 4 and 12 years of age should never drink Ionized Alkaline Water at strength level 3 (three) or strength level 4 (four).

Q: Should I take medication or supplements with Ionize Ionized Alkaline Water?

A: You should not drink Ionize Ionized Alkaline Water 45 minutes to 1 hour before or after taking medication or supplements. Use purified water or another liquid or water source.

Q: How much water should I drink and at what level?

A: At a minimum, you should drink half your body weight in ounces per day. For example, a person weighing 100 pounds should drink 50 ounces. You should start slow at strength Level 1 (one), drinking 1-3 glasses per day for the first week. You may increase the number of glasses per day during the first week if you do not notice any side effects. If you do not feel any flu-like symptoms at the end of the first week, move up to strength Level 2 (two). On strength Level 2 (two), drink 1-3 glasses per day for the first week. You may increase the number of glasses per day during the first week if you're feeling good. On average, two to three weeks per level.

Q: When will I begin noticing the health benefits?

A: It varies from person to person. You might start noticing a positive response in as little as one day or within a few weeks.

Q: Why do some people have flu like symptoms when first drinking Ionized Alkaline Water?

A : If you start drinking Ionized Alkaline Water too high strength level (high pH level) then you might notice flu like symptoms. The Ionization process creates water molecule clusters that are half the size of regular water molecule clusters. This is why Ionized Alkaline Water is sometimes referred to as “reduced water” because it has become reduced in size from a 12 water molecule cluster to 6 water molecule cluster. This makes the water much more hydrating because it flows through our body tissue more easily, thus pushing toxins out of our system. It is this detoxifying effect that sometimes gives people headaches and diarrhea and why there are 4 levels of strength.

Q: How long does Ionized Alkaline Water stay Ionized?

A: The Antioxidant (hydroxyl ions) will last approximately 18-24 hours. The Higher pH (Alkaline properties) will last approximately 1-2 weeks. The smaller molecule cluster size will last approximately 1-3 months.

Q: Should Pregnant Women Drink Alkaline Water?

A: We at mediqua Alkaline Ionizer are often asked the question as to whether alkaline, ionized water should be consumed by a pregnant or lactating woman. We believe the prudent approach is to exclude alkaline, ionized water throughout pregnancy and breast feeding. It is our understanding that due to the increased absorption of water-hydrated cations, like potassium and calcium, coupled with the increased concentration of the same cations created on the

alkaline side of electrolysis, creates 3 too highly concentrated electrolyte solution for 3 developing fetus and breast-feeding infant. Switch to the purified mode during pregnancy and until breast-feeding is concluded.

Q: How does a water ionizer work?

A: Our Counter top mediqua Alkaline Ionizer can be directly connected to a diverter valve at the end of your faucet. Connecting directly to your faucet takes about 10–15 minutes and enables your water ionizer to use a two step process. The first task is to help filter out harmful components of the water with our built-in dual filter system, which removes chlorine, trihalomethanes, phenols, sediment, odor, taste, and organic waste. The mediqua achieves this by using multi-stage filters. Then the filtered water passes into a patented chamber equipped with platinum-coated titanium plates. Next, an electrical charge is introduced into this water. This is where the electrolysis takes place. The water is separated into two streams (acid and Alkaline) of Ionized water. The acid water (oxidized) makes up about 30% of the water and the Ionized Alkaline Water 70%. The reduced Ionized Alkaline Water comes out of the faucet, which you use for drinking or cooking. The acid (oxidized) water comes out of a separate hose leading into the sink. The oxidation potential of the acid water makes it a good sterilizing agent, ideal for washing your hands, cleaning food or kitchen utensils, and treating minor wounds and eczema. Cations, positively charged ions gather at the negative electrode to create Ionized Alkaline Water, which concentrates available Alkaline minerals, such as calcium, magnesium and potassium from the source water. Anions, negatively charged ions gather at the positive electrode

to make acid or oxidized water, which concentrates acid minerals such as nitrates, sulfides, chlorides, and fluorides from the source water. Remember in chemistry class, opposites attract. A range of pH settings from neutral to very Alkaline or very acid is available at the touch of a button. The electrodes are cleaned in an automatic cleaning cycle or you can also run a manual cleaning cycle. The electrolysis process breaks the molecular bonding of water molecules and restructures the water clusters from usual groups of 12 or so down to about 5 or 6 molecules per water cluster. “Clustered” water is typically characterized by smaller groups of molecules, lower surface tensions and thus can more easily penetrate the cellular membrane. This clean, healthy, Alkaline Ionized Water is drawn for drinking and cooking through the main stainless steel spout.

Q: How do I know when the filter needs replacing?

A: An LCD or counter indicator on the front panel gives an indication of remaining filter life. Generally the 1st filter will last for about 6 months, the 2nd filter for about 12 months (when 2.5 gallons of water is produced per day), but this depends on the source of water and the amount of use.

Q: Where is the serial number located?

A: On the back of the ionizer, you will see a bar code sticker. The serial number is located below the bar code.

Q : What does it mean when water flows through the main body and it becomes warm?

A : This is not a malfunction. At the start of water flow, warm water may flow out due to room temperature or heat from the main body during stoppage. Use the machine after starting water flow.

Q: There are white substances on the bottom of Alkaline Ionized water storage container. What are these?

A: This phenomenon is caused by the calcium mineral substances in Alkaline Ionized water. Particularly, if the carboxyl group (CO_3) is present, it will bind to the calcium carbonate (Ca CO_3), creating such substances. This is apparent evidence of electrolysis. Although it is safe to drink, wash the container – add one spoon of edible vinegar and water to the container, leave the container for approximately 1 hour, and wash the container.

Q: Do I need to hire a plumber to install the units?

A: Most people find it is not necessary to call a plumber for most standard installations. For custom installations, a plumber may be needed depending on the individual circumstances.

Q: What do I do if the filters are leaking?

A: It is important to note where on the filter it is leaking. Most leaking comes from fittings that are not seated properly. Reseat the tubing into the filter by pushing in firmly and then pulling back. It may be necessary to re-trim the end of the tubing to get a fresh surface. Make sure to shut off the water before working with the water supply lines.

Q: How do I clean the internal plates?

A: You do not clean the plates. Please call our customer service department.

Q: What is the product warranty?

A : mediqua Alkaline Ionizer has 1 year warranty.

Q : How often should I use Scale remover filter?

A : The scale inside of electrolytic chamber should be removed in every 1~3 months by the Scale remover filter, although the cycle of using the Scale remover filter varies according to region and water quality. The electrolytic chamber found to have defects due to disuse citric acid filter (Scale remover filter) has to be replaced at a cost. Please call our customer service department to buy the scale remover filter.

