

Chanson RAN= Return Authorization Form

Please include this form when you send the ionizer in for repair or return

Customer Name: _____ Today's date: _____

Customer Phone Number: _____

Customer Address: _____

Purchased from whom: _____ Date Purchased: _____

Serial Number from back of machine: _____

Complaint or issue with machine, please be as detailed as possible: _____

_____ use back of page if need.

Please follow the return instructions below, and please be aware that improper packing can cause damage to the unit. The technical department is not responsible for any damage caused to the unit due to shipping of an improperly packaged item.

- 1) Please remove filter from machine, by pressing on filter door to open, then unscrew filter cap and pull out filter. Then tilt machine toward filter door to allow water to drain from filter canister holder. Reinsert filter and package for shipment.
- 2) Keeping your Ionizer upright as best you can to avoid water damaging the circuitry, and being aware that water will drain out of the bottom, disconnect the inlet hose from the inlet port at the bottom of your Ionizer.
- 3) Disconnect the acid water outlet hose from the white or grey plastic outlet port at the bottom of your Ionizer. Your Ionizer will drain water. Let it drain until the water has stopped.
- 4) Disconnect the flexible stainless steel alkaline drinking water spout by unscrewing it from the top of you ionizer, unless told not to by a technician.
- 5) Wipe up any water from the filter housing, and the bottom of your Ionizer. Make it as dry as possible.
- 6) Pack the ionizer into a plastic bag so any remaining water that may leak from your Ionizer does not damage or compromise the shipping package.
- 7) Re-pack your Ionizer, ideally in the Styrofoam packing and original box it came in. If you do not have this packing available use a sturdy box with at least 2 inches of good packing material surrounding it on all sides. NOTE: if these criteria's are not met, damage to the ionizer could result - The technical department is not responsible for damage to your Ionizer due to improper packing and return shipping by the customer.
- 8) Seal the box with appropriate packing tape. Again: The technical department is not responsible for damage to your Ionizer due to improper packing and return shipping by the customer.

For repair or return, send to:
Chanson Water
23341 Del Lago Dr
Laguna Hills, Ca. 92653