



Jupiter Ionizer Customers' Frequently Asked Questions

Congratulation on your choice of a Jupiter Water Ionizer!

Did you know that:

- According to **independent** lab tests (see ionizerscompared.com), Jupiter ionizers outperform all other major brands, including Enagic, Life, and KYK?
- Jupiter ionizers (now in production for 30 years) have the lowest repair rate in the industry?
- Only with Jupiter are you protected by a limited lifetime warranty?
- Only Best Water guarantees your satisfaction with a completely risk-free, all-your-money-back, 60 day return policy?

If you can't find answers in your owner's manual or instructional DVD, consult the following:

Questions and Answers

The kitchen tap diverter I received with my ionizer looks different than the one on the installation DVD..

Don't worry. The older type diverter has been replaced with a superior one. It installs the same way, but works even more reliably.

What do I do if the machine doesn't work?

- a) No power. Make sure the power switch at the back of the machine is turned on. The display on the machine flashes on for one second. If not, check your power outlet and/or fuse. Replace the fuse when it looks burned.
- b) No water flow. Make sure the machine is connected with the white water hose and has enough water pressure. Check if the flow valve (if applicable) on the front of the machine is turned to ON. Check if the valve on the bottom of the machine (where applicable) is open [turned anti-clockwise].

The filter doesn't seem to fit in the machine.

- a) Right filter. Make sure you have the right filter for your machine [Biostone or Regency II filter?] Your new machine will come with the correct filter.
- b) Biostone Plus Filter. The Biostone Plus (white) is the upgraded version of the Regular Biostone (blue). It will come with a small white adapter. If you previously used a filter

cup (round grey disk between the bottom of the filter and the machine) with your regular Biostone filter, you'll have to replace the filter-cup with the small white adapter.

My undersink-kit is not working.

Make sure the hoses are cut to size when installed. If the hoses are too long, they can get pinched or nicked, and that will stop the water flow.

Where should I send my warranty card?

The address is printed on the card.

How do I change the filter?

Remove the filter cover, and then push the filter downwards (there's a spring mechanism at the bottom). Now you can take out the filter. Put back the new filter in the reversed order (push the filter down first, position it in the machine and push it back up). Finally, reset the filter-life counter by push and hold the square reset button for about 6 seconds.

How do I reset the filter-life counter?

Hold the square reset button (located in the filter compartment above the filter) for about 6 seconds while the machine is in the standby mode (water not running through the ionizer). The filter-life counter will reset to zero.

Note: the filter needs to be changed every 12 months even if the filter-life indicator has not reached 9999

On the Athena, why does the reset button go twice as fast for the sediment filter as for the Biostone?

The sediment filter is meant for taking out gross particles out of the water. The sediment filter life counter is programmed by the factory to be replaced every 6 months. In reality, most machines are connected to city water for their source water. Mostly, the quality of the city water is of good quality, which extends the life time of the sediment filter. We've learned that with average use and connected to city water, the sediment filter can be used one more round after reaching 9999 on the counter.

The filter counter is running very fast

- a) Check that your machine is connected to a regular power outlet (not a safety outlet like in the bathroom)
- b) Make sure that your water ionizer is not in the proximity of a microwave/oven. This will influence the electronics inside, and is most likely the cause of a fast running filter counter.

What does the filter take out of my water?

The Biostone filter takes out chlorine, chloramines, organic and inorganic chemicals, pesticides, herbicides, microbes.

Which filter should I use: the Biostone Standard or the Biostone Ultrafine?

The Biostone Standard (0.1 microns) is suitable for most needs. We recommend the Biostone Ultrafine filter (0.01 microns) for well-water, where there are hyper-allergenic issues, cloudiness, and in all cases where there are concerns about contamination. For pathogen information, see:

www.waterionizer.org/members/898596/uploaded/Pathogens.html

How do I hook up the Undersink kit? Is it easy to install or do I need a plumber or handy person?

The Undersink kit comes with an installation sheet, which gives you instructions how to install the kit. It's easy to install it yourself if you're a handy person.

Can I use my existing "RO dedicated" tap rather than buy an undersink kit?

You can't use the existing RO tap as the ionizer uses a different valve mechanism. This mechanism is needed to automatically switch on the machine when ionized water is used. Call us for support (1-877-770-5247, customer service)

I'm having problems getting my ionizer to work with my reverse osmosis / distiller. What should I do?

First, check if you have a re-mineralization cartridge following your RO or distiller system. It's essential to have minerals in the water in order for the ionizer to produce alkaline water.

Another problem that may occur is decreased water pressure because of the use of any filtration in your system. The ionizer needs at least 11.5 pounds pressure. Further questions: 1-877-770-5247

What exactly does the lifetime warranty involve?

For all Jupiter water ionizers purchased after September 2009: the IonLife **Limited Lifetime Warranty** covers the original purchaser for life on all parts (bumper to bumper) and 100% of labor costs in the first five (5) years. After the first five (5) years, the purchaser is responsible for any labor costs (billed at \$60/hr.) to a maximum of \$199 per occurrence. Average repair time is less than one hour.

Best Water will cover all shipping costs for 1 year, and then return shipping for up to 5 years from date of purchase. After that the purchaser is responsible for all shipping. Items that have not been assigned an RMA number ("return authorization") will not be accepted. The warranty begins on the purchase date.

We conduct all servicing here at Best Water -- in our three locations in North America, and we'll be here for years to come. The warranty is void if the unit has been tampered with, altered, or subject to improper use. Warranty does not cover repairs caused by customer neglect or by failure to stop the build-up of calcium in hard water areas. Warranty also requires regular filter replacement (min. every 12 months).

For warranty work, please call us for instructions: 1-780-433-4076 (Customer Service direct line).

What exactly does the 60 day guarantee promise?

Try out a Jupiter water ionizer and enjoy the benefits for 60 days. We are the **only** ionizer distributor that offers a Completely Risk-free, Money-back, 60 day trial period for Jupiter Orion, Aquarius, Melody and Venus water ionizers.

If you are not satisfied, return the unit to us for a **100% refund including shipping**. Plus you get to keep the bonus educational DVD included with your purchase. Units must be

returned to us in 'As New' condition (not scratched, damaged, or broken in any way and returned with all parts, manual and installation DVD).

No one else in the industry offers this guarantee. We stand completely behind our ionizers.

We offer a 15 day trial period for Jupiter Athena and Delphi water ionizers. Call us for instructions: 1-780-433-4076

What are the usual repairs to ionizers?

Most common are returned machines with calcium build-up inside. If your source water contains lots of minerals/calcium, the machine gets clogged up (same as in your kettle). The ionizer will then have to be cleaned, or parts replaced. This can be avoided by following the instructions here: <http://www.waterionizer.org/site/898596/page/1021235>

I'm having detox symptoms and I'm a little scared.

You should start slowly. Set the controls to the lowest level and drink one to three glasses per day. Assuming the water agrees with you, increase the amount you drink and the level of ionization intensity. High levels of alkalinity -- up to 9.5-10.0 -- are best for drinking water; but the highest levels should be used only for cooking. In a few individuals, the detoxification effects from drinking alkaline ionized water can cause headaches and diarrhea for a short time. And for some older people, ionized water can tend, at first, to open the bowels. This is why a slow start is advised.

Soft/hard water problems--various.

If you have very soft water (very few minerals, low "TDS") the ionizer is not able to produce very alkaline water, as the machine needs minerals to ionize the water. The small calcium cartridges that come with most machines can help add minerals, but if this isn't sufficient we sell a re-mineralizing cartridge expressly for this purpose. (call 1-877-770-5247 toll-free)

If you have excessive minerals/calcium in your water (hard water), we recommend using a de-scaler pre-filter. This takes out a high amount of minerals and will safeguard your ionizer. (To maintain your warranty, this de-scaling is required). Call Customer Care for details: 1-780-433-4076

I have well-water problems and I'm not sure if my well water is compatible with my ionizer.

Most water can be made compatible with your water ionizer. First, obtain a water quality report so we can see what exactly is in your water (hardness, amount of minerals/calcium, iron etc). Then we can define what kind of filtration is needed to make your water suitable for your ionizer.

Can the alkaline water help with various medical problems? Why?

While we cannot make medical claims for our ionizers, there is a substantial body of research on the medical effects (see <http://www.waterionizer.org/site/898596/page/454316>) and abundant customer testimonials connected with various medical conditions (see: www.waterionizer.org/members/898586/uploaded/CustomersSpeak.pdf)

Is it ok for children to drink ionized water? What about pets?

Alkaline water is safe for everybody. Even nursing infants. Make sure you give their body the time to get used to alkaline water, by starting on a low level; and go one level up after a week. And since children have usually not accumulated toxins in their bodies, they experience no detoxification symptoms. It's recommended to not use alkaline water when taking medication --use the "purified water" setting instead. Alkaline water is used for horses, commercial dairy operations, and for dogs and cats.

You might be interested in our "Petstimonial" page:

www.waterionizer.org/site/898596/page/3152856

Does the ionizer remove chlorine / chloramines, and how can we prove it?

Yes it does. Besides the independent lab tests posted on our website, we can supply a chlorine test-kit for testing the amount of chlorine in your water (less than \$8)

How can I use the acid ionized water?

Acid ionized water is destructive to bacteria and is astringent. As a result it has found widespread application commercially in: nurseries, surgeries, food preparation areas, sprout and wheatgrass growers, florists, hospitals, etc. In the home it's an excellent cleansing and sterilizing agent, with uses in the kitchen, for hair and skin care, & extending the life of flowers. Your plants will love it! Download our staff report on the uses of acid ionized water here:

www.waterionizer.org/members/898596/uploaded/AcidWater.doc

What are the uses for super-high alkaline water (e.g. ph11+)?

Highly alkaline water is best used for cooking and preparing coffee or tea. How high a setting to use is a matter of taste. You will notice the difference especially at the most alkaline settings (higher pH): your greens will be greener, rice fluffier, tea and coffee tastier.

I've had my ionizer a short while and noticed a mineral build-up on my water bottles and pitcher. Is this a bad sign?

No. It's a sign that you're getting 20-30% more alkaline, bone-building minerals than you would in your tap water. If you wish, you can remove the deposits by filling the bottle or pitcher with water and a few tablespoons of vinegar. Leave for a few hours or overnight, and give it a quick scrub. The deposits will come off easily.

Our customer service department is dedicated to your satisfaction. Call us direct at 1-780-433-4076.

For other frequently asked questions see our website, www.waterionizer.org and go to the "FAQ" tab. If you lose your owner's manual you can download a copy at our website by going to the specific product page.

Best wishes from the whole staff at Best Water!