



**USER MANUAL &  
WARRANTY GUIDE**  
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**HYDROGEN WATER IONIZER**

*Complete Family Health*



## WELCOME TO THE VIAAN WATER IONIZER FAMILY

### Water...The Precious Source of Life

Water in our body not only regulates our body and mind functions, but also ensures our wellbeing and quality of life. Pure and reliable quality of water is paramount in our daily lives. Our unwavering commitment to reliability, service, and quality products, combined with our innate understanding of Indian conditions, has enabled VIAAN to introduce VIAAN HYDROGEN WATER IONIZER - a range of advanced water ionizers. It is thoughtfully designed to last long in Indian water conditions and deliver uncompromising performance. Our first-of-its-kind service and warranty plan, backed by our team of dedicated and trained technicians, is committed to your service for your peace of mind and satisfaction. At VIAAN, we believe that a continuous and uncompromising endeavour to improve the quality of lives is a must for a better and safer tomorrow.

### Today's unhealthy Ways...

1. Up to 90% of households in India todayface common health issues like blood pressure, diabetes, obesity, gastric problems etc. This, because our lifestyle provokes sit and do jobs, low in physical activity and added to this, the consumption of processed food are making people weak and prone to diseases.
2. After Covid pandemic, people have realized the importance of immunity and health, and many among us are still facing post-Covid effects and wondering how to get rid of it completely.
3. According to World Health Organization (WHO), the current water purification systems focuses only on purity but remove essential minerals from it, and make it acidic, causing harm to our body.
4. Along with that the existing water purification units results in huge wastage of the precious water resource as 70-80% water is wasted for getting 20% clean water.
5. Supreme Court is currently hearing cases against present water purification system for the same reason as water is very scare and crucial entity for humanity's survival and hence, there is a huge need to find an alternative purification method.

6. On the flip side, maximum medicines in the market give only symptomatic relief or temporary solution with a lot of side effects, and never address the root cause.
7. There is no universal medicine which when consumed will primarily act on all the problems.

### **Why Hydrogen Water...**

1. For health problems, purity apart, Hydrogen water is clinically proven to support the treatment of 200 + disease and over 1000+ medical research articles has shown how hydrogen water will work effectively to prevent and treat disease conditions.
2. For immunity and strength, hydrogen being the best antioxidant supplement is the most potent in acting against the free radical damage and helps the body to regenerate which on the inverse will increase the immunity of any organic body.
3. Safety of hydrogen water: FDA states hydrogen water to be safe and have positive effect on the health of the consumer. Hydrogen water being the organic entity, it has no side effects, and no overdosing, hence no matter how much ever hydrogen we are administering the excess will be easily dissolved out of body without causing any unwanted reactions. And this water is recommended for all body types.
4. Water Resource: Unlike present water purification systems which cause huge water loss, Hydrogen water ionizers have zero water wastage.
5. As there is a restriction from the Supreme Court on existing purification systems, Hydrogen drinking water is the best alternative.
6. Even though hydrogen water is a new generation of water purifiers, hydrogen has 45 years of role in medical industry internationally and has been the topic for the research ever since.
7. Hydrogen is the universal medicine!!! As hydrogen directly works at cellular level and as human body is made of cells as the basic unit, hydrogen doesn't have the boundary or target to show the medical effect.
8. Hydrogen water makes fruits and vegetables healthier for consumption by removing pesticides and colouring added as a routine in the markets today, and help you consume food close to nature!

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TO AVAIL YOUR FREE INSTALLATION OR SCHEDULE MAINTENANCE SERVICE CALL: **7975656995**  
EMAIL: [CUSTOMERSUPPORT@VIAANIONISER.COM](mailto:CUSTOMERSUPPORT@VIAANIONISER.COM) | WEBSITE:

## INSIDE THE BOX



Water Ionizer



User Manual



Mounting Screws for  
External Pre-Filter Assembly



Mounting Screws for  
Purifier Unit



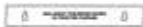
Integrated  
Diverter Valve



3/8" White Tube



Power Cable



Wall mounting sticker for  
Purifier Unit



Flexible SS Pipe



Tap



PH Liquid

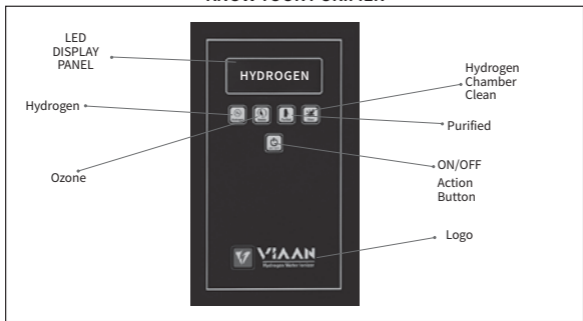


Tag - 5 Nos.



Pipe Clips - 5 Nos.

## KNOW YOUR PURIFIER



**Hydrogen:** Press the Hydrogen Button. It will be displayed on display panel and press Action Button above and you will receive Hydrogen Water.

**Ozone:** Press the Ozone Button which will be displayed on panel and press Action Button you will receive sterilized water.

**Purified:** Press Purified Button, for pure drinking water without Hydrogen. This will be displayed on the panel. After pressing Action Button, you will receive Purified Water.

**Clean:** Press Clean Button which will clean the chambers in 1 minute after pressing the Action Button. Do not consume water, when it is cleaning.

**Action Button:** Gently press the On/Off Button.

**VIAAN HYDROGEN WATER IONIZER**

S.No	Specification	Description/Details
1	Product	VIAAN HYDROGEN WATER IONIZER
2	Model	VIAAN DOMESTIC - HYDRO 1 / HYDRO 2
3	Size/ weight	L-19.5(49cm), W-15.5(39cm), B-7(18cm)
4	Manufacturing Company	Viaan Water Science Technologies
5	Manufacturing No./Date	See the backside of product
6	Connection Type	Stationary/Direct Connection to Tap Water
7	Installation	Counter-top/ wall- mounted
8	Water Dispensing Method	Touch button/fully automatic Tank system
9	Rated Voltage	AC220V/50Hz-60Hz
10	Membrane	Proton Exchange Membrane
11	Ozone Separator	Yes
12	e-cell	Hybrid Titanium Plates with Platinum Coated Twincell
13	Cleaning	Automatic Pole Exchange Cleaning (APEC) By manual touch
14	Purity of plates	99.99%
15	Water Purification Filter	4 Stage Filtration , Patented Hydrovation, Hybrid filter
16	ORP (mV)	Max;-820mV,Avg:-620mV
17	Flow rate	Continuous 0.8 to 1.2 L/M
18	Power consumption	120W
19	Water Levels	1 Hydrogen/ozone/purified/clean
20	Hydrogen content	Max; 1,745 ppb,Avg;1,350ppb
21	Water Wastage (%)	ZERO
22	Chemicals/ Salt	NO
23	Certifications	ISO 10500 2012 / ROHS / SRIRAM / ISO 9001
24	Power Source Protector	Industrial Grade SMPS
25	Over-Current/Temp.Detector	Automatically stops the output of electrolytic cell
26	Colours	Carmine red, Turquoise blue, Pearl mouse Grey, Dark brown, White & Black



## INSTALLATION PRE-REQUISITES

1. Install the Viaan Ionizer in an indoor space with enough ventilation.
2. Avoid installing the Viaan Ionizer in a place which is exposed to direct sunlight, excessive moisture, dust or rain.
3. The installation place should be free from ants/insects/other pests, etc.
4. Keep a distance of over 10 cm between the body of the Viaan Ionizer and the adjacent walls for smooth ventilation.
5. Distance between the purifier and the 220/240 Volt single phase AC connections should not be more than 1.5 meters.
6. Raw water supply should not be more than 2 meters away from the Viaan Ionizer
7. Water supplied to the Viaan Ionizer should be at normal temperature. Hot water supply is not recommended for the water purifier connection as it may cause malfunction.
8. The water reservoir tank that will be used to supply water to the Ionizer should be at a height of not less than 3 metres.

## INSTALLATION INSTRUCTIONS

1. The Viaan Ionizer must be installed only by a trained Viaan technician or its authorized service partner.
2. Make sure installation site meets requirements as stated in Pre-Installation requisites above.
3. Check input water TDS. Water TDS should not be beyond maximum limit as mentioned in product technical specification.
4. Install the external pre-filter on the wall with filter element inside. Flush the filter element by passing water through it.

**Note:** While flushing filters, kindly ensure water is not spilled onto any electrical/electronic part to avoid failure.

5. To mount the Viaan Ionizer, please drill the holes with the help of a wall mounting sticker supplied with the unit. The sticker is usually pasted at height of 3.5ft to 4ft from the ground but you are free to adjust the height as per your comfort.
6. Carefully hang the Viaan Ionizer unit on the wall.
7. Now take the first pipe supplied with the unit and connect its one end to the water source valve and the other end to the Viaan Ionizer water inlet. Apply Teflon tape at the point of connection and check for any leakage.
8. Connect the Viaan Ionizer with the power supply through a power adapter, run the machine with water in it for 3 minutes and ensure that the water is completely drained for ejection of all dusts. The machine is ready for use, and your installation is complete.

## OPERATING INSTRUCTIONS

### 1. Starting up the purifier

- (a) Switch on the power supply
- (b) Wait till the storage tank completely fills up.
- (c) Switch off the power supply.
- (d) Drain the storage tank completely.
- (e) The Viaan Ionizer is ready to use.

### 2. Display Interface – 4 Touch Button

- (a) Hydrogen Water
- (b) Ozone Water
- (c) Purified Water
- (d) Clean Water

## HOW TO REMOVE AND REPLACE THE FILTER



**Step 1** Remove the Power wire/cord from electric socket.



**Step 2** Open the screw cap



**Step 3** Remove the screws, both on the left and right sides using a screw driver



**Step 4** Lift and remove the front panel



**Step 5** Loosen the top spout connector with the help of small screw connector



**Step 6** Remove the spout connector



**Step 7** Remove the old filter



**Step 8** Remove the second connector



**Step 9** Place the new filter



**Step 10** Fix both connectors



**Step 11** Check for any loose connections and leakages



**Step 12** Fix the front panel, screw and cap



**Step 13** Switch on the power

**Step 14** The machine is ready now for use. Press the start/on button and get healthy

## CLEANING AND MAINTENANCE INSTRUCTIONS

To ensure that Viaan Ionizer delivers optimum performance, a routine maintenance must be performed. The frequency of maintenance will greatly depend upon the raw water quality and consumption quantity.

01. Maintain good hygiene in and around the area of your Viaan Ionizer.
02. Clean the water outlet periodically using a soft clean brush. Fur or foreign substances can accumulate in the water outlet.
03. Do not use detergents, soap or wet cloth to clean the external parts. Use dry and soft cloth to clean the front cover. It is recommended to use a 3M mop cloth for this.
04. Storage tank must be drained once in 2 weeks.
05. Always drain the water in the storage tank if you have not used the purifier for more than 2 days.
06. If you plan on not using the product for a long period of time, unplug the power plug, turn off the water supply and drain the water inside the filtration system completely.
07. Periodic filter replacement is a pre-requisite for getting clean water. In case the filters are overused, their performance deteriorates considerably. Therefore, it is strongly recommended to replace filters as per the following chart or whenever they choke.

<b>Consumables Filters</b>	<b>Estimated Life (Whichever occurs earlier)</b>
External Pre- filter	6 - Months or 3500 Litres
Hydrogen Filter	12 - Months or 7000 Litres

**Please note:** The replacement period could be shorter in case it is used in areas with poor water supply or the consumption amount is large.

08. It is essential to use genuine Viaan filters and spares to ensure consistent product performance.
09. Do not try to open the Viaan Ionizer for cleaning or any replacement. This should be done only by qualified company personnel or authorized agent.
10. Viaan Ionizer will be scheduling periodic preventive maintenance visits to the customer's home. Alternately, the customer can also contact any Viaan Ionizer service centre and book an appointment as per his or her convenience.

## SAFETY INSTRUCTIONS

01. Make sure the rating of power supply connection matches with that of the rating label. Do not plug or unplug the power cord with wet hands. Ensure that the plug isn't wet while plugging in or plugging out to avoid risks such as electrical shock or fire.
02. Avoid sharp bends in the pipe. Do not bend or block the water pipe.
03. Do not try to service the purifier on your own. Instead, call Viaan customer care for help.
04. To keep the storage tank clean, it should be drained once in 15 days.
05. Discard the water in the storage tank after 48hrs of non-consumption of stored water.
06. Don't use water that has been accumulated for more than two days. Release the water and fill it again.
07. Do not confine the purifier in a closed cabinet.
08. The purifier should be kept away from direct sunlight, heating devices like stoves, freezing area below 50° C and leaking walls or ceiling.
09. In case of any smoke or burning smell, remove the plug immediately and call the Viaan helpline.
10. When shifting your house, drain out the water from the storage tank and pack the Viaan Ionizer properly. It is recommended to get the Ionizer duly inspected and packed by Viaan service technician.
11. In case of power failure, it is recommended to switch OFF the water purifier and put it ON only when power resumes. This is to avoid any failure from erratic signal load on the purifier when power resumes.
12. Please ensure to switch off the power whenever you turn off the water supply.
13. Check the pipes and hose connections for any leakage as it could result in electric shocks.
14. Do not splash the filtration system with water.
15. When not in use or when you are going on a vacation, remove the plug from the socket and disconnect the power cord.

## FAQs

### 01. How often should we change the filters?

Periodic filter replacement is a pre-requisite for getting clean water. In case the filters are overused, their performance deteriorates considerably. Therefore, it is strongly recommended to replace filters as per the following chart or whenever they choke.

<b>Consumables Filters</b>	<b>Estimated Life</b> (Whichever occurs earlier)
External Pre- filter	After 6 Months or after consuming 3500 Litres
Hydrovation Filter	After 12 Months or after consuming 7000 Litres

### 02. Do you have an AMC?

Yes. Presently AMC is offered only in the Bangalore region. We shall intimate you when we expand our AMC services to other regions. Please read the AMC section of 'Terms & Conditions' of Warranty for more details.

### 03. What is the TDS Limits for Ionizer?

According to the BIS, i.e. Bureau of Indian Standard, the recommended TDS level in water is 500 mg/liters. However, WHO recommends that water with a TDS level less than 300 mg/litre is safe for human consumption. However, we suggest that you maintain a TDS level between 100 to 300 mg / litre.

### 04. Does the Ionizer reduce the TDS levels?

No. It delivers water rich in Hydrogen and hence very rich in antioxidants at good pH levels. Your overall health, performance, awareness and intelligence see an improvement owing to better hydration. VIAAN Ionizer has settings to increase the ORP – the ORP (Oxidization Reduction Potential) level of a substance determines the amount of antioxidants present. Viaan hydrogen ionizers increases the pH values based on input water level by 1 to 2 pH, which ensures that most of your everyday personal and household needs are taken care of.

**05. What is mineral Balance? Does it improve the taste of Water?**

Hydrogen water is rich in ions and has a much higher content of oxygen and hydrogen minerals due to the ionization process. Hydrogen water tastes way better than regular water. Most of the people will immediately notice the pure, clean taste.

**06. Can I service the Ionizer on my Own?**

No. The servicing should be done only by qualified company personnel or authorized agent. Do not try to open the Viaan Ionizer for cleaning or any replacement. You should only do routine maintenance such as cleaning the water outlet periodically using a soft clean brush as fur or foreign substances can accumulate in the water outlet, and draining the storage tank once in 2 weeks. Do not use detergents, soap or wet cloth to clean the external parts. Use dry and soft cloth to clean the front cover. It is recommended to use a 3M mop cloth for this.

**07. How long Hydrogen will stay in the water?**

Hydrogen is the smallest and lightest molecule in the universe. Hydrogen escapes from the water. It will reduce slowly and it is best to use it within 6 hours in the open container. If the hydrogen water stored in airtight thermal flask, then it will have the effect up to 12 hours.

**08. How many liters we should drink daily?**

The recommended daily water intake is between 2 and three liters. Health experts commonly recommend minimum eight 8 (250ml) glasses, which equals about 2 liters. In a simple formula the calculation for minimum amount of water drinking is, **divide your weight by 30.**

The answer is the number of liters you should be drinking per day. So, if you weigh 60 kilos for example, you should drink minimum of 2 liters of water a day, whereas if you weigh 80 kilos, you should drink a minimum of 2.6 liters (2 liters and 600 ml) of water per day.

**09. When should we drink water?**

Early morning empty stomach	2 glasses of water
30 minutes before breakfast	1 glass of water
One hour after breakfast	1 glass of water
30 minutes before lunch	1 glass of water
One hour after lunch	1 glass of water
30 minutes before dinner	1 glass of water
Before sleeping	1 glass of water

**10. How to store Hydrogen water for Good Results?**

If the hydrogen water stored in airtight thermal flask, then it will have the effect up to 12 hours.

**11. When should I press the button “clean”?**

It is recommended to press the button ‘clean’ daily once. It removes calcification from the titanium chambers.

**12. What should I do if there is a leakage from the ionizer?**

Close the inlet pipe, drain the storage tank and call qualified company personnel or authorized agent.

**13. Does ionizer remove bad smell, fluoride, chlorine and nitrates?**

Viaan Ionizers are having 4 stage microbial patented Hydrovation filters which helps in removing all bad smell, fluoride, chlorine and nitrates.

**14. What are the Consumables that need regular replacement?**

The External Pre- filter after 6 Months or after consuming 3500 Litres, and Hydrovation Filter after 12 Months or after consuming 7000 Litres

**15. How will I get service / spare parts for my ionizer Post warranty?**

Viaan Ionizer schedules periodic preventive maintenance visits to the customer's home. Alternately, the customer can also contact any Viaan Ionizer service centre and book an appointment as per his or her convenience.



**16. Does ionizer need pre – filter?**

Yes, it needs an External Pre- filter

**17. What are all include in AMC?**

- AMC includes
- Two services (6 months once)
- 2 pre carbon filter (every service we change new filter)
- 1 Hydrovation filter
- If any spares or parts damaged, then it will be service or replaced newly

**18. How do we get Universal PH liquid?**

Free sample of 10ml pH liquid will be included in the accessories with new machine, later if the customer requires additional sample they can buy online via amazon or else they can contact our customer care.

**19. Is hydrogen water safe?**

Yes. Hydrogen gas has been shown to be very safe at concentration. Examples: The US Food and Drug Administration (FDA) recently issued a notice (GRAS Notice No. 520) 16 of a claim that the use of H<sub>2</sub> solubilized in water is generally recognized as safe (GRAS) when it is added to beverages and beverage containers in order to prevent oxidation. IT HAS ZERO SIDE EFFECTS AND IS CLAIMED TO BE NATURAL MEDICINE.

**20. Can I cook using hydrogen rich alkaline water?**

It is fine to use the hydrogen water for cooking, drinking and other purposes. In Ro purified water, the pH levels are acidic which while drinking will induce gastric problems and acidic body symptoms in the long run. If we use for cooking, the food will also get acidic. Hence by using hydrogen rich alkaline water, it will help prevent gastric problems and will reduce the duration of cooking as the hydrogen water is micro-clustered, it will instantly get into boiling point.

## 21. What is ozone water? Where should we use ozone water?

Ozone is one of the world's most powerful oxidizing agents, as it readily removes organic microorganisms and pollutants in water supplies. Ozone is a molecular compound of three oxygen atoms (O<sub>3</sub>), in which two oxygen atoms from the basic oxygen molecule (O<sub>2</sub> – the oxygen that humans breathe) and contains a third oxygen atom that can easily detach from the ozone compound and reattach to other molecules. When this third oxygen atom, called a radical, attaches to the molecules of other substances, it can break down their structure and destroy them.

### Benefits of Ozonated Water

Ozonated water is one of the fastest and safest methods for disinfecting water and has numerous benefits for people and the environment. One of the greatest benefits of ozone is how effective it is in disinfecting water; it quickly and thoroughly kills bacteria, viruses, and disease-causing microorganisms.

## 22. Could we take medicines with Hydrogen water ?

No. We do not recommend taking medicines with Hydrogen water. Because, medicines are normally tested in purified water. Hydrogen water microclusters the water and hence there is a chance of causing an increase in dosage of medicines.

## WARRANTY - TERMS & CONDITIONS

### Why Do You Need A Warranty?

The warranty is provided against any manufacturing defects from the date of purchase. In case of any defects in the material or workmanship while in use under normal home conditions during the period of warranty, Viaan waters undertakes to repair the product FREE with no hidden charges either by themselves or through an authorized service dealer or service associates.

### Warranty Period

Viaan offers a one-year comprehensive warranty on all its Hydrogen water Ionizers from the date of its purchase.

To schedule your installation or maintenance please call us on: **080 – 4951 8119**

E-mail us at: [viaanionizers@gmail.com](mailto:viaanionizers@gmail.com)

### What This Warranty Covers

1. Repair or replacement of any functionally effective part of the Water Ionizer found defective within 12 months from the date of its purchase ("Warranty Period").
2. Two preventive maintenance visits by Viaan on free of cost basis, during the warranty period.
3. Two Pre-Filters will be changed on free of cost during the first year i.e. pre-filer will be changed in 5th month and 11th month.
4. No charges for the technician visit to attend to genuine customer needs.
5. One time Free-installation support for the water-ionizer unit.
6. The Product is intended to be used exclusively for domestic/ residential purpose only.

### What This Warranty Does Not Cover

1. Plastic body of the product.
2. External Booster Pump, PRV (Pressure Reducing Valve) or other additional accessory purchased separately.

3. Un-installation of the product.
4. Transportation, Un-installation and installation cost in case the customer is moving the product to another location.
5. Negligently handling and/ or damage resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes the use of parts other than those approved or specified by Viaan.

#### **Warranty Will Be Null And Void If:**

1. User is unable to furnish the proof of purchase i.e. original invoice copy.
2. Product is not operated according to instructions published in the user manual.
3. Product is installed/reinstalled/serviced/repared by any person (meaning an unauthorized person) other than Viaan authorised dealer/service associate.
4. Original serial number of the product or any part thereof is removed, obliterated or altered.
5. Water supplied to the unit is not as per the conditions specified in the user manual.
6. Water Ionizer is designed to operate at a voltage supply of 230 volts- 50Hz with a tolerable variation of plus or minus 10%. Any failure due to operation of the machine beyond these limits will not be covered under warranty.
7. Damage is caused to the product due to an abnormally corrosive alkaline / acidic atmosphere.
8. Defects are caused because of factors beyond the control of Viaan or force majeure, like lightning, pests and vermin, abnormal voltage, wind, fire, floods or acts of God and negligence of the purchaser in using the product.
9. Damage or failure caused by unauthorized modification or alteration or use for purposes other than the intended purpose.

#### **Other Terms & Conditions**

1. This warranty is valid only for the original purchaser of the product and is applicable exclusively to the product sold in India by the company directly or through its authorized partner.

2. The warranty on the replaced model/ refurbished part shall remain in force only for the unexpired period of the original warranty based on the purchase.
3. In case of repair, Viaan shall endeavour to use new parts. If new parts are not available, however, then Viaan will have every right to use refurbished parts.
4. In case the replacement of the entire unit (subject to the sole discretion of Viaan), the same model shall be provided as a replacement; if such a model has been phased out, the equivalent model as determined by Viaan shall be provided as a replacement resolution.
5. Viaan shall not be liable or be deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control or during force majeure conditions including delay in repairing due to labour problem, restrictions, and regulations of the government, public movement, war or any other unavoidable circumstances.
6. Viaan or any of its authorised dealers/service franchisees cannot be held liable for any sickness or illness due to the consumption of Hydrogen drinking water from any water purifier supplied by Viaan, if maintenance and usage of the water purifier are not satisfactory as per prescribed standards.
7. Viaan reserves the right to change or improve design and specifications at any time, without any contingent obligations to prospective buyers or owners of the products previously sold.
8. Under no circumstances, the liability of Viaan or its authorised dealer/ service franchisee shall exceed the value of the product, as mentioned in the original invoice.
9. Inspection and test report of the Viaan office/service centre will be treated as final and binding under the warranty for determining defects, repairs/alterations required or carried out, or certifying working of the goods thereafter.
10. Viaan or its authorised dealer will be entitled to retain the defective parts replaced under warranty.
11. This warranty has been issued at Bangalore, State of Karnataka and therefore the courts at Bangalore shall have exclusive jurisdiction on matters covered by or following from this warranty and the original purchaser alone shall have a cause of action arising out of the transaction.

12. Viaan strongly recommends to the customers to avail Viaan Annual Maintenance Contract (AMC) to get best service and maintenance, ensuring continued optimum performance of the product. Please call our Call Centre for more details. AMC will be applicable after the completion of warranty period.

**Note:** Warranty will be void if the product is not used as per the suggested application. The warranty will not be applicable if product failure is caused by certain unusual conditions such as Water Logging, Misuse, Transit Damage during purchase, abnormal voltage supply, lightning, acts of God, or while in transit to or from the service centre.

(Specifications are subject to change without prior notice)

### **Service (AMC) - Terms & Conditions**

Under this Annual Maintenance Service Contract ('Contract'), Viaan water science Technologies ('Company') commits to the maintenance and service of Viaan Hydrogen water ionizers at your registered address as per the following terms & conditions.

This contract sets out below terms and conditions which Viaan water science Technologies agrees to for servicing the equipment, and cancels and replaces all prior agreements, undertakings or arrangements, oral or written between the parties on the subject matter.

#### **AMC Pre-Requisites**

1. A valid proof of purchase (original purchase bill/Invoice).
2. The equipment must be in good working condition and the same must be certified by the authorized representative of Viaan Water Science Technologies. If there are any gaps, then customer shall be required to pay the necessary charges for rendering the equipment workable. Viaan will share a prior estimate of work with customer for his/her approval. This clause does not apply if the contract is renewed from the next day of date of termination of the warranty period or a previous contract period.

#### **AMC Period**

This contract is valid for one year/12 months from its date of purchase.

## How to Register or Renew AMC

To register or renew the AMC, please contact us through any of the following mediums

- Website: [www.viaanionizers.com](http://www.viaanionizers.com)
- Phone: 080 - 4951 8119
- E-mail: [viaanionizers@gmail.com](mailto:viaanionizers@gmail.com)

## AMC Includes

### Viaan AMC

Price (₹)	Rs. 4999 +Tax
Pre-Eemptive Maintenance Services	2
Free of Cost Replacement of Pre-Filters (2) Hydrovation (1)	Free
Components Coverage	yes
Motor and Hydrogen chamber Coverage	yes
Other Consumable Coverage	yes

## AMC Does Not Include

1. Damage caused by certain unusual conditions such as floods, fire, accident, riot, breakage, pest, misuse, improper or negligent use, tampering, leakage from pipes, water logging, misuse, transit damage during purchase, abnormal voltage supply, lightning, acts of God, or while in transit to or from the service centre.
2. Damage caused by improper use of the product or failure to observe the operating instructions and precautions as mentioned in the product's User Manual.
3. Defects due to the usage of non-recommended spare parts.
4. Defects/failures resulting from servicing/repairs done by a person other than the authorized representative of Viaan water Science Technologies.
5. Visits for customer re-training, for dismantling or for re-installation at a different location.
6. Replacement/repair of external tubes, body parts, diverter valve and any electrical part.

7. Painting/repair of the body, top and bottom panels, and anodizing the treatment chambers and electronic housing.
8. Painting/repair of chrome plating of the nuts and other styling decorative materials.
9. Replacement/repair of any defects which existed before the contract was signed. In any such conditions are detected, Viaan water Science Technologies will submit a prior estimate for approval or bill for the work which will carried out at the existing rates.
10. No refund will be made for the balance period of the contract if cancelled during the term

**AMC Will Be Null & Void:**

1. If the input water quality has changed drastically or doesn't meet the specifications stated in the user manual.
2. If the Hydrogen water ionizer has been used commercially.
3. If the water purifier has been continuously used for more than eight (8) hours.

**Other Terms & Conditions:**

1. The equipment, electricity & water must be made available for servicing as and when our authorized service technician calls on his periodical servicing visit. Failure to do so will be treated as a service rendered and no refund shall accrue on this account.
2. Every visit by our authorized service technician will be made within a reasonable time from receipt of a complaint about the breakdown of the equipment and will be made only during the working hours of our Service Department and no visits will be made on public holidays.
3. For repairs requiring the removal of the product or any parts thereof, there shall be no extra labour charges levied by Viaan. However, in such cases, incidental expenses incurred like freight, packing, etc., will have to be borne by the customer.
4. The liability of Viaan Water Science Technologies shall be limited to providing service and repairing or replacing spare parts as mentioned in this Contract. Viaan Water Science Technologies shall not be liable for damages, death, injuries, or any consequential damages of whatsoever nature to any person or property, caused by using the product.



5. This Contract is neither terminable before the expiry period nor transferable in the event of resale/gift to any other person.
6. The company or its authorized agents will be entitled to retain any defective parts replaced during this contract period.
7. Renewal of the AMC contract after its expiry will be at the sole discretion of Viaan water Science Technologies and depends upon the model/age of the product and usage period.
8. Viaan water Science Technologies is not responsible to send you any reminder or any such communication to intimate the expiry or renewal of the contract. The onus of renewing the contract rests with the owner of the product.
9. The Customer shall bear any additional amount incurred by the Company to comply with the laws or such other government guidelines that may be issued from time to time, which requires any modification or upgradation of the Hydrogen Water Ionizer, towards the safety of customers.

**Force Majeure:** Neither party shall be liable for the non-performance of its obligations under this Agreement where such failure is due to force majeure i.e. due or attributable to any act of God, orders, restrictions or regulation of Government, Central or State, war working conditions, hostilities, riots, civil commotion, strike, lockout, labour trouble, explosion, epidemic, pandemic, or any other cause or circumstance of whatsoever nature beyond control.

Any disputes are subject to Bangalore, State of Karnataka, and courts at Bangalore shall have exclusive jurisdiction





Inspected by.....

Serial Number:



Viaan Water Science Technologies  
Registered Office:  
#414, (old no. 17), 5th Cross Road,  
WKP Road, 7th Block,  
Jayanagar, Behind Holy Saint School,  
Bangalore - 56007



Viaan Customer Care  
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