

FAQ

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: 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. Should I take medication or supplements with ionized Alkaline Water?

A: You should not drink 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 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. 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 will take 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: 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 fitted properly. Reset 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: What is the product warranty?

A: KEVA NEXT GENERATION WATER IONIZER has 1 Year Warranty.

Q: How do I clean the internal plates?

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

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: Where is the serial number located?

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

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 (CO₃) is present, it will bind to the calcium carbonate (CaCO₃), 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: 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 at 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 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. Should Pregnant Women Drink Alkaline Water?

A: We 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 it creates too highly concentrated electrolyte solution for the developing fetus and breast-feeding infant. Switch to the purified mode during pregnancy and until breast-feeding is concluded.

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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 for the elderly who often unfortunately have heavy metals and other toxins accumulated 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).