



ALLEN FOREVER GUARANTEE

At Alen, we believe wellness begins with pure air. When you buy a top-rated Alen air purifier, we proudly support it with the industry's first and only FOREVER GUARANTEE. It's our promise to keep you breathing pure air for life.

Our Forever Guarantee provides lifetime peace of mind:

- ✔ Hassle-free service.
- ✔ Unmatched by any other air purifier company in the world
- ✔ Guaranteed. Forever.

About Alen's Warranty

If anything goes wrong with your Alen air purifier, our in-house experts will help you solve the problem. If they can't, we'll happily ship you a free replacement—fast!

1 Year Warranty	Forever Guarantee
Comes standard with your purifier	Requires product registration and active filter subscription
<ul style="list-style-type: none"> • Manufacturers defects and workmanship • Expires 12-months from purchase date 	<ul style="list-style-type: none"> • Get alerts on updates and recalls • Enjoy faster customer service

*All Alen warranties are transferable. At this time, Alen does not extend its warranty nor ship products outside the continental United States. Contact our Customer Service team for details at service@alen.com or call 1-800-630-2396.

How to get started.

Activate your Forever Guarantee in two simple steps:

1. Complete Product Registration
 - a. If you purchased directly from Alen.com, you're covered by automatic registration.
 - b. If you purchased from a 3rd party, [click here](#) to complete your product registration.
2. To unlock your Forever Guarantee, [click here](#) to enroll in a filter subscription

LET'S GO

What Alen's warranty covers.

FACTORY WARRANTY (1-Year)

With valid proof of purchase and an intact ratings label, we warrant your Alen Air Purifier to be free from defects in materials or workmanship for one year from the date of purchase.

If conditions of this warranty are met, Alen will, at its option, either furnish a replacement part or replace your air purifier provided the product is determined by Alen to be defective as a result of faulty material or workmanship while in normal use. Replacements at Alen's option may be Certified Refurbished units in like-new condition. Alen's sole obligation under the factory warranty is to replace defective parts or replace your air purifier free of charge.

FOREVER GUARANTEE

Provided that the unit is registered and enrolled in an active filter subscription with Alen, we warranty your purifier to be free from defects in materials or workmanship for the life of the unit. To activate your Forever Guarantee, please register your Alen purifier and enroll in a filter subscription [here](#)

Obtaining warranty service.

To qualify for coverage, the following Warranty Conditions must be met:

- ORIGINAL LABEL: Your purifier's original back-panel label must be intact.
- REGISTRATION: As of September 22, 2021, Forever Guarantee coverage requires [product registration](#) with Alen Corp.
- FILTER SUBSCRIPTION: As of September 22, 2021, Forever Guarantee requires active enrollment in a filter subscription with Alen Corp. If the purifier was purchased before September 22, 2021, product registration and enrollment in a filter subscription with Alen Corp. are at time of claim.
- NORMAL USE: Your Alen Air Purifier must be operated in accordance with the instructions provided in the Alen User Manual. Your purifier should show no evidence of unconventional use; e.g. tampering, mishandling, neglect, accidental damage, or modification. Unit must have its original ratings label intact and must have at all times been connected to a proper power supply (see rating/voltage label on unit).

Register your purifier, activate your warranty, and find complete PDF manuals [here](#).

That's all there is to it! We're in this for life - your life.

To start a warranty claim, contact our customer service team at service@alen.com or call 1-800-630-2396.

If we replace your purifier under warranty, you are required to return the unit using free shipping provided by Alen to help us maintain world-class quality control.

Warranty Policy Updates

As of September 22, 2021, Alen's Forever Guarantee requires an active filter subscription.

Why are these now required?

Product registration ensures that we can quickly service your purifier in the event of a malfunction or recall. Filter subscription helps us honor our Pure Air for Life promise because on-time filter changes are the #1 way to keep Alen Air Purifiers at peak performance and efficiency—subscription also saves you 10%.