
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 air filter subscription or proof of filter purchase(s) for unit every 12 months, up to 15 months for 75i.
- Manufacturers defects and workmanship - Expires 12-months from purchase date	- Get alerts on updates and recalls - Enjoy faster customer service

***All Alen warranties are non-transferable.** Third party purchases must be verified by the authorized retailer.

At this time, Alen ships products and honors its warranty to residents of the Continental US, Hawaii, Alaska, and US Territories of Puerto Rico.

Alen does not warranty previously opened or damaged units.

Please contact our Customer Experience Team for additional details either by email at service@alen.com, submitting a support request form online [here](#), or by phone at 1-800-630-2396.

*Alen offers free FedEx ground shipping on all of our products within the Continental US. Additional shipping costs will apply when shipping to and from Alaska, Hawaii, and Puerto Rico and are the responsibility of the customer.

How to get started.

Activate your Forever Guarantee in two simple steps:

1. Whether you purchased directly from Alen.com or through a third party, please [click here](#) to complete your product registration.
2. To unlock our Forever Guarantee, [click here](#) to enroll in our filter subscription program plus, receive 10% off your filters and free shipping!

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 air filter subscription with Alen and the purchase can be verified, we warranty your purifier to be free from defects in materials or workmanship for the life of the unit. If there is no active filter subscription, proof of genuine Alen filter purchase(s) will be required and must be purchased at least once every 12 months (15 months for 75i) to validate the warranty. To activate your Forever Guarantee today, 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 and untampered with.
- REGISTRATION: As of September 22, 2021, Forever Guarantee coverage requires [product registration](#) with Alen Corp.
- AIR FILTER SUBSCRIPTION: As of September 22, 2021, Forever Guarantee coverage requires active enrollment in an air filter subscription with Alen Corp. If the purifier was purchased before September 22, 2021, product registration and enrollment in an air filter subscription with Alen Corp. are required at time of claim.
- REGULAR FILTER REPLACEMENT: In lieu of a filter subscription, Alen will honor the purchase of genuine Alen replacement filters at a rate of 1 filter per 12 months (15 months for 75i) of ownership with proof of purchase.
- ORIGINAL PURCHASE VERIFICATION: For orders not purchased directly from Alen, a third party verification is required by the authorized retailer of the original purchase.
- 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).
- TRANSFERABILITY: Alen warranties are not transferable.

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. Air Filter subscription helps us honor our Pure Air for Life promise because on-time air filter changes are the #1 way to keep Alen Air Purifiers at peak performance and efficiency—subscription also saves you 10%.

AIR QUALITY MONITOR WARRANTY

With valid proof of purchase, we warrant your Alen Air Quality Monitor (AQM) to be free from defects in materials or workmanship for 1 year from the date of purchase.

Alen will replace your AQM provided the product is determined by Alen to be defective because 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 warranty is to replace defective parts or replace your AQM free of charge.