FAQ

FREQUENTLY ASKED QUESTIONS

LIFEWAVE X_2O™

LIGHT-INFUSED™ WATER



ENGLISH

PRODUCT OVERVIEW

WHAT IS LIFEWAVE X_2O™?

LifeWave X_2O is the first and only water technology system that infuses water with light - making light available to the body in a completely new way.

WHAT DOES LIFEWAVE X_2O DO?

LifeWave X_2O is the world's first water system that delivers light into the body through the water you drink. It transforms everyday water into a powerful wellness medium - infused with light energy to optimize hydration at the cellular level - energizing, restoring, and renewing from within.

HOW DOES LIFEWAVE X_2O WORK?

The system uses patented light-infusion technology, advanced dual-stage filtration with hydrogen enrichment to deliver clean, energized water that supports the body at the cellular level.

WHAT MAKES LIFEWAVE X_2O DIFFERENT FROM OTHER WATER SYSTEMS?

LifeWave X_2O is the first system to deliver light into the body through the water you drink. It goes beyond filtration to energize and optimize hydration from within, with some reporting effects occurring within seconds of consumption.

HOW DO I USE THE LIFEWAVE X_2O?

Simply fill the reservoir with your preferred water source (tap, spring, distilled, or deuterium-depleted), power on the unit, and select the treatment cycle. The system will automatically filter, energize, and enrich the water. After approximately 45 minutes, the treated water is ready to drink. For step-by-step guidance, refer to the Quick Start Guide or User Manual included in your package.



PRODUCT BENEFITS & FEATURES

WHAT ARE THE BENEFITS OF LIFEWAVE X_2O™ LIGHT-INFUSED WATER?



Optimizes hydration at the cellular level.



Results in seconds: Helps optimize key physiological functions, with some reporting effects occurring within seconds of consumption.



Supports metabolism and nutrient absorption, as optimized hydration may aid in metabolism, oxygen uptake, and amino acid synthesis.



Supports bioelectrical activity, energy levels and circulation, leading to enhanced wellness and vitality.



Provides antioxidant properties by infusing water with hydrogen (H_2), which acts as an antioxidant when dissolved in water - supporting the body's natural defenses.



Designed to amplify the benefits of LifeWave's non-transdermal patches and Cellergize supplements, making LifeWave X_2O an integral part of your daily wellness routine.



May help **reduce oxidative stress** and support overall well-being.



May help **build endurance and support recovery**, making it ideal for active and health-conscious lifestyles.

HYDROGEN CLAIMS DISCLAIMER: There are potential benefits of hydrogen-rich water on various aspects of health, including exercise capacity, physical endurance, and oxidative stress. While the initial research looks promising, more studies are needed to fully understand the extent of these benefits and the mechanisms behind them.

WHAT ARE LIFEWAVE X_2O PRODUCT KEY FEATURES?

- Patented light-infusion technology
- Advanced dual-stage filtration system
- Hydrogen enrichment process
- Works with multiple water sources
- Smart tracking & monitoring
- Fully automated operation
- Two-liter water reservoir
- Long-lasting charged water (up to 12 hours)
- Refreshing taste
- Durable stainless steel build
- Touchscreen display
- Elegant countertop design

WHEN SHOULD I EXPECT TO FEEL THE BENEFITS OF LIFEWAVE X_2O?

Some users notice effects within seconds, while others experience benefits with consistent daily use. Like any wellness tool, regular use is recommended for best results.

PRODUCT BENEFITS & FEATURES

ARE THERE ANY CLINICAL STUDIES OR SCIENTIFIC RESOURCES AVAILABLE ON LIFEWAVE X_2O™?

Yes. While LifeWave X_2O is an emerging innovation, supporting materials and scientific references related to its technology are available in the LifeWave Back Office under the “Resources” section.

USAGE & MAINTENANCE

HOW MUCH WATER SHOULD I DRINK DAILY?

We recommend drinking one 450ml (15oz) glass per day, preferably in the morning on an empty stomach.

CAN I STORE THE TREATED WATER?

Yes, but it is best consumed immediately after dispensing. The light-charged state remains effective for up to 12 hours.



CAN I COOK OR BOIL THIS WATER?

We do not recommend boiling the water, as it may reduce its benefits.

WHAT TYPE OF WATER CAN I USE IN THE SYSTEM?

You may use tap, spring, filtered, distilled, or deuterium-depleted water. Do not use alkaline, carbonated water, or add minerals.

HOW OFTEN SHOULD I REPLACE THE WATER IN THE RESERVOIR?

We recommend changing the water every 2–3 days.

HOW DO I CLEAN THE MACHINE?

Use a lint-free cloth and food-safe, non-abrasive soap to clean the exterior and reservoir. Avoid harsh chemicals or scouring pads. Clean the cup grate and drip tray regularly.

FILTRATION & PERFORMANCE

WHAT CONTAMINANTS DOES THE LIFEWAVE X_2O™ SYSTEM REMOVE?

LifeWave X_2O's advanced dual-stage filtration is designed to remove a multitude of contaminants, enhancing water quality and taste.

WHAT ARE THE BENEFITS OF HYDROGEN ENRICHMENT?

Hydrogen-enriched water may offer antioxidant support, help reduce oxidative stress, and support endurance and recovery.

HOW LONG DOES IT TAKE TO PRODUCE A GLASS OF WATER?

The system takes approximately 45 minutes to process two 450ml glasses of light-infused water.

FILTER MAINTENANCE & CARE

HOW OFTEN DO I NEED TO REPLACE THE FILTERS?

We recommend replacing the filters every 6 months or sooner depending on usage and water quality. Your device will notify you when replacement is needed.

WHAT IS THE FILTRATION CAPACITY OF THE LIFEWAVE X_2O™ PRIMARY AND SECONDARY FILTERS?

Each 450ml glass of water adds up quickly — but our high-capacity filters are designed to last up to 6 months under typical daily use. After 6 months, we recommend replacing both filters to maintain optimal performance.
- The Primary Filter processes up to 250 gallons — equivalent to around 10 glasses per day.
- The Secondary Filter handles 150 gallons, or approximately 6 glasses per day.

For higher-use households, the LifeWave X_2O Unit is equipped with a smart display that will notify you when it's time to replace a filter, ensuring uninterrupted access to light-infused water.

HOW DO I INSTALL THE REPLACEMENT FILTERS?

Simply follow the step-by-step instructions provided in the user manual or in the filter replacement instructions for use. These are included in your product packaging and also available for download anytime via your Back Office resources. Replacement takes just a few minutes and does not require any tools. Replacement takes just a few minutes and does not require any tools.

WHERE CAN I BUY REPLACEMENT FILTERS?

Replacement filters for both the primary and secondary stages will be available for purchase through the LifeWave website and Back Office. Availability may vary based on rollout timing, so please check your Back Office or reach out to Customer Support for current access.

WHEN SHOULD I FLUSH THE FILTERS?

You should perform the flushing procedure when using your LifeWave X_2O Unit for the first time, after replacing the filters, or following long periods of inactivity.

For detailed instructions, please refer to the User Manual, Quick Start Guide, or the Filter Replacement Instructions for Use to ensure optimal performance and water quality.

TROUBLESHOOTING & SUPPORT

WHAT SHOULD I DO IF MY LIFEWAVE X_2O SYSTEM STOPS WORKING OR DISPLAYS AN ERROR?

Check the display panel for error messages and consult the user manual. If the issue persists, contact LifeWave Customer Service for assistance.

WHAT IF THE LIGHT PANEL OR TOUCHSCREEN STOPS RESPONDING?

Try restarting the unit. If the problem continues, discontinue use and contact Customer Service for support.

WARRANTY & RETURNS

IS THERE A WARRANTY?

Yes, the system comes with a standard 1-year manufacturing warranty. An optional 4-year extended warranty is available for purchase. For complete warranty details, visit: www.lifewave.com.

HOW DO I PURCHASE THE EXTENDED WARRANTY FOR THE LIFEWAVE X_2O UNIT?

To purchase the extended warranty for your LifeWave X_2O Unit, please contact our Customer Service team directly. They will guide you through the process and ensure your warranty is added correctly.

The extended warranty can only be added within 365 days of your original purchase, so be sure to reach out as soon as possible if you're interested.

WHAT VOIDS THE WARRANTY?

Using non-approved filters or water types will void the warranty. Always follow usage guidelines. For complete warranty details, visit: www.lifewave.com

WHAT IS COVERED UNDER THE LIFEWAVE X_2O WARRANTY?

The LifeWave X_2O warranty covers manufacturer defects in materials and workmanship under normal use.

The warranty does not cover consumables like filters, damage caused by improper installation, unauthorized repairs, misuse, accidental damage or normal wear and tear. For complete warranty details, visit www.lifewave.com

CAN I RETURN MY LIFEWAVE X_2O UNIT?

Yes, please refer to our LifeWave X_2O Returns Policy on www.lifewave.com for details on unopened and used product returns. To initiate a return, please contact our Customer Service team.

IS SERVICING AVAILABLE?

If you experience an issue, contact our Customer Service team.

CAN I USE THE LIFEWAVE X_2O SYSTEM OUTSIDE OF THE UNITED STATES? WILL THE WARRANTY STILL APPLY?

The LifeWave X_2O Light-Infused™ Water Technology System is designed and warranted for use within the United States only. Use outside of the U.S. may lead to improper performance and will void the product warranty.

LifeWave cannot provide technical support, warranty replacements, or service for units used or shipped internationally. To ensure optimal performance and full warranty coverage, always use and operate the LifeWave X_2O system within the United States.

PURCHASING & DELIVERY

HOW CAN I BUY LIFEWAVE X_2O™?

LifeWave X_2O will be available through the LifeWave website and Back Office channels.

WHAT IS THE PRICE?

The below pricing is applicable for the pre-launch of LifeWave X_2O.
Brand Partner: $4,995 | Preferred Customer: $5,495 | Retail: $5,995. All tiers include 2000 BV.

BRAND PARTNER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$4,995	2000 BV	-

PREFERRED CUSTOMER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$5,495	2000 BV	$500

RETAIL CUSTOMER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$5,995	2000 BV	$1000

HOW MUCH DOES IT COST TO REPLACE THE FILTERS FOR THE LIFEWAVE X_2O UNIT?

PRIMARY FILTER

BRAND PARTNER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$75	30 BV	-

PREFERRED CUSTOMER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$85	30 BV	$10

RETAIL CUSTOMER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$95	30 BV	$20

SECONDARY FILTER

BRAND PARTNER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$65	26BV	-

PREFERRED CUSTOMER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$75	26 BV	$10

RETAIL CUSTOMER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$85	26 BV	$20

PRIMARY & SECONDARY FILTER BUNDLE (SAVE $10 WHEN BOUGHT TOGETHER)

BRAND PARTNER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$130	55 BV	-

PREFERRED CUSTOMER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$150	55 BV	$20

RETAIL CUSTOMER	PRE-LAUNCH PRICE	PRE-LAUNCH BV	RETAIL PROFIT
	$170	55 BV	$40

CAN I FINANCE MY PURCHASE?

Yes, financing is available for the LifeWave X_2O™ Light-Infused Water Unit through PayPal's Buy Now, Pay Later options at checkout. However, filter replacements are not eligible for financing and must be purchased outright.

HOW LONG DOES APPROVAL TAKE FOR PAYPAL'S BUY NOW, PAY LATER FINANCING?

Approval is typically instant at checkout. When you select a Buy Now, Pay Later option, PayPal performs a quick eligibility check based on factors like your account history, credit profile, and purchase details. If approved, you can complete your order immediately.

Note: Approval is not guaranteed and is subject to PayPal's assessment criteria. Terms and conditions apply.

IS THERE A SHIPPING FEE FOR THE LIFEWAVE X_2O™ SYSTEM?

Yes, standard shipping fees apply and are calculated at checkout. These fees are not included in the product price.

CAN I SET UP AUTOMATIC DELIVERY FOR LIFEWAVE X_2O FILTER REPLACEMENTS?

Yes! You can add X_2O filter replacements to your autoship subscription for convenient, scheduled deliveries every 6 months.

SALES RESOURCES & PROMOTIONS

WHAT SALES MATERIALS OR PRODUCT INFORMATION ARE AVAILABLE?

LifeWave offers a range of resources, including product brochures, training decks, FAQs, videos, and social media assets to help you use and share LifeWave X_2O confidently.

WHERE CAN I FIND LIFEWAVE X_2O SALES AND TRAINING MATERIALS?

All LifeWave X_2O assets are available in your LifeWave Back Office under the “Resources” or “Marketing Tools” section. You can also access product updates in the LifeWave InTouch App.

ARE THERE ANY PROMOTIONS OR SPECIAL OFFERS AVAILABLE FOR LIFEWAVE X_2O?

LifeWave occasionally offers special promotions, product bundles, or limited-time discounts on LifeWave X_2O. To stay informed, check the LifeWave website, subscribe to our email updates, or contact your Brand Partner for the latest offers.

DISCLAIMER: LifeWave products are for general wellness and are intended only to maintain or encourage a general state of health or a healthy activity. The content provided by LifeWave is presented in summary form, is general in nature, and is provided for informational purposes only. Always consult with your physician or other qualified health care provider before embarking on a new health regimen, diet, or fitness program. Do not disregard any medical advice you have received or delay in seeking it. LifeWave reserves the right to change product prices or selection.