

Investigation of Acute Non-viral Hepatitis Illnesses – “Real Water” Brand Alkaline Water (March 2021)

Do not drink, cook with, sell, or serve “Real Water” alkaline water

The FDA, along with the CDC and the Southern Nevada Health District, is investigating a number of reports of acute non-viral hepatitis in the state of Nevada associated with “Real Water” brand alkaline water.

On March 25, 2020, in addition to the information reported in the firm’s recall ([/safety/recalls-market-withdrawals-safety-alerts/real-water-inc-issues-precautionary-recall-all-sizes-real-water-brand-drinking-water-due-possible](#)), FDA learned that that 3- and 5-gallon containers of Real Water brand drinking water were distributed in the state of Utah.

Given a lack of cooperation by the firm, FDA investigators have been unable to complete investigations at the “Real Water” Inc. facilities in Henderson, NV and Mesa, AZ and have not been provided with requested records. As a result, on March 23 and on March 25, FDA issued a Demand for Records under section 414 of the Federal Food, Drug, and Cosmetic Act.

Consumption of “Real Water” brand alkaline water is the only common link identified among all of these cases to date. This brand of alkaline water is owned by Real Water Inc., headquartered in Mesa, Arizona.

Although the investigation is ongoing, current epidemiologic information indicates that this alkaline water product may be the cause of the illnesses.

As this outbreak investigation continues, the FDA will provide additional updates to this advisory as more information becomes available.

Recommendation

Consumers, restaurants, and retailers should not drink, cook with, sell, or serve “Real Water” alkaline water, until more information is known about the cause of the illnesses. Further, FDA advises that this water not be served to pets. These products include but are not limited to: 5-gallon and 3-gallon containers (sold through home delivery/subscription), bottles of various sizes (sold on-line and in stores), and the “Real Water” concentrate (sold on-line).

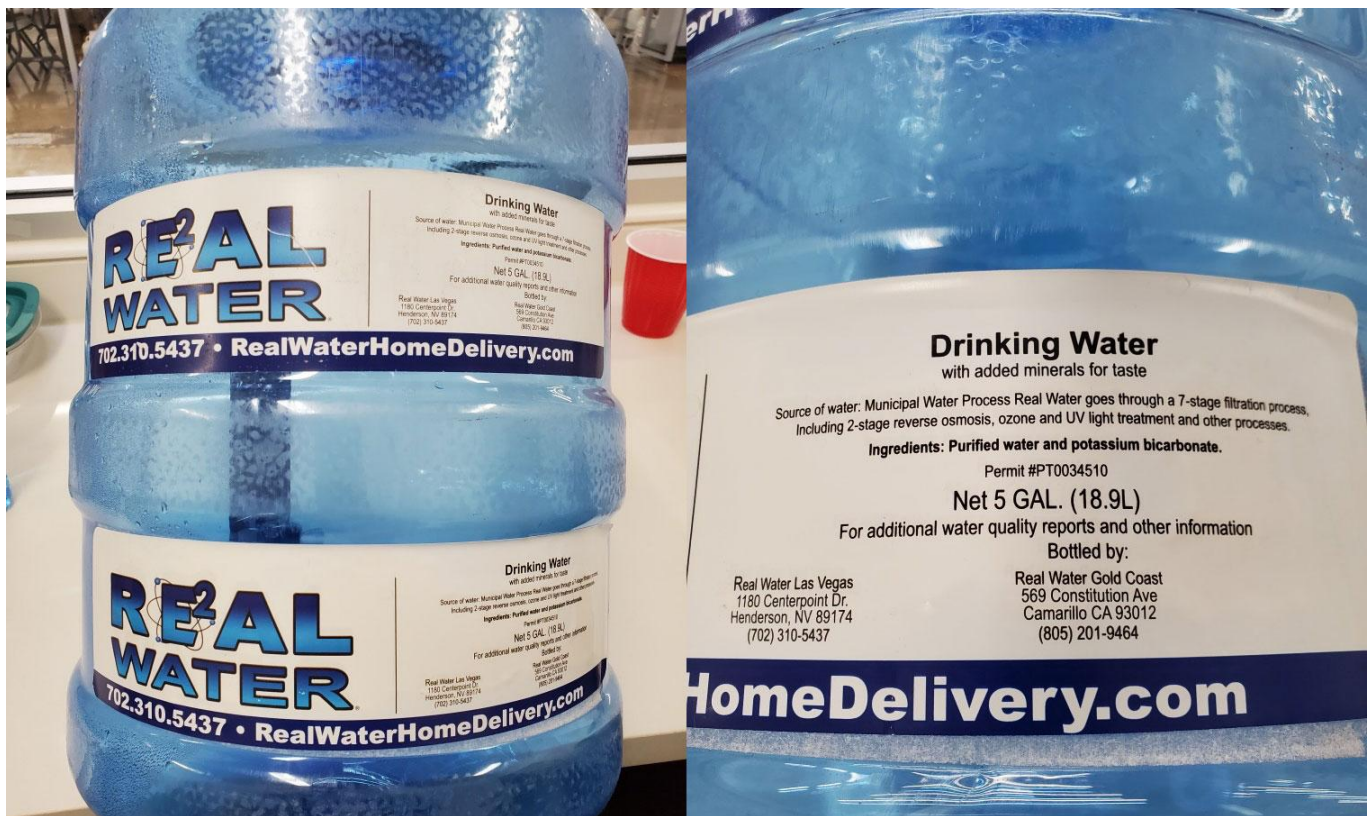
According to the firm’s press release, the recalled alkaline water products ([/safety/recalls-market-withdrawals-safety-alerts/real-water-inc-issues-precautionary-recall-all-sizes-real-water-brand-drinking-water-due-possible](#)) are available nationwide, however the 5-gallon containers were distributed to the

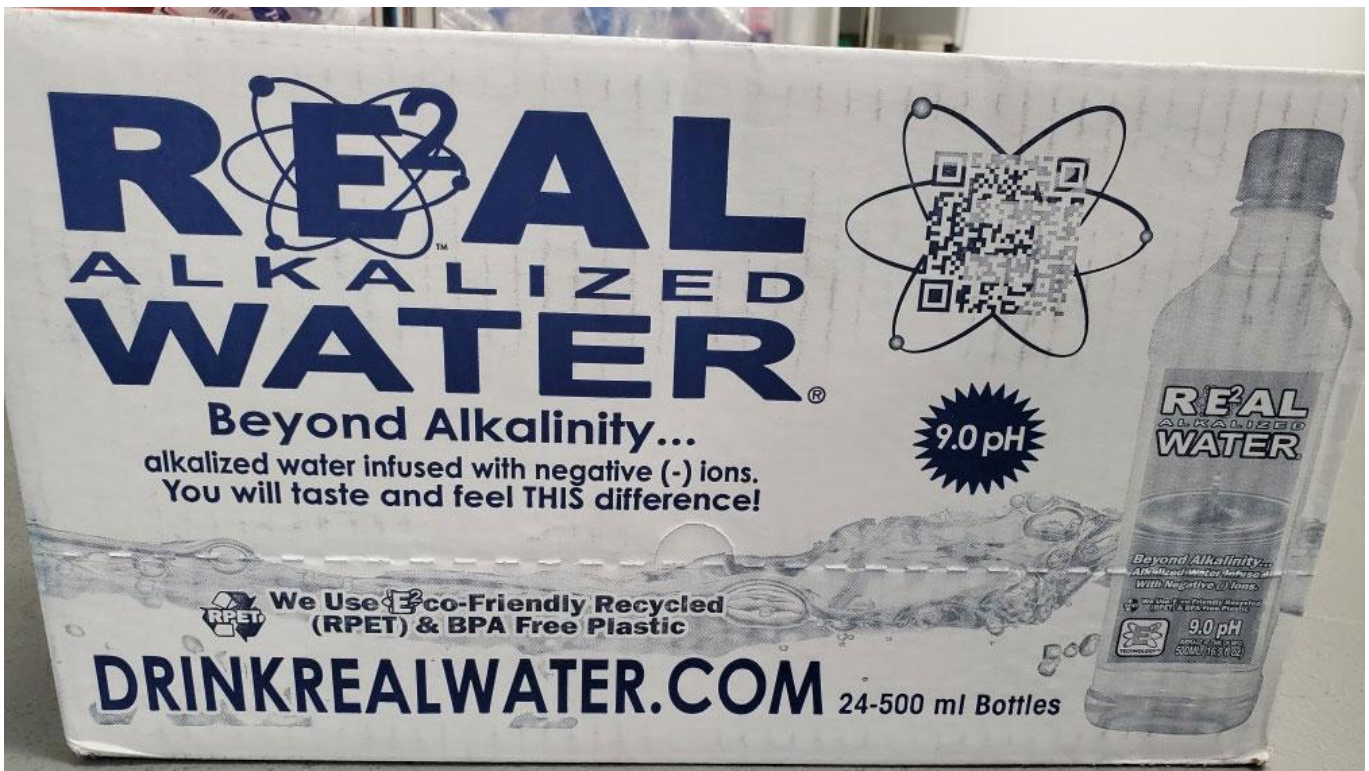
following areas: greater Las Vegas, NV area, central California coastal region (North of Los Angeles, CA, and South from Santa Barbara, CA), and Phoenix, AZ.

The firm's press release also includes 1.5 liter, 1 liter, 500 ml and 1 gallon ready-to-drink alkaline water bottles and the 4 oz. concentrate.

Symptoms of all types of hepatitis, including non-viral hepatitis, are similar and can include fever, fatigue, loss of appetite, nausea, vomiting, abdominal pain, dark urine, clay or gray-colored bowel movements, joint pain, yellow eyes, and jaundice. Those experiencing these symptoms should contact their doctor.

Product Images











Case Counts

Total Illnesses: 5

Hospitalizations: 5

Deaths: 0

Last Illness Onset Date: 11/29/2020

States with Cases: NV (5)

Useful Links

- [Food Safety Tips for Retailers and Consumers During an Outbreak \(/food/outbreaks-foodborne-illness/food-safety-tips-consumers-retailers-during-outbreak-foodborne-illness\)](#)
- [Real Water, Inc. Recall \(/safety/recalls-market-withdrawals-safety-alerts/real-water-inc-issues-precautionary-recall-all-sizes-real-water-brand-drinking-water-due-possible\)](#)
- [Who to Contact](#)

Previous Updates

March 25, 2021

On March 24, 2021, Real Water, Inc. of Mesa, AZ, and Henderson, NV, issued a recall ([/safety/recalls-market-withdrawals-safety-alerts/real-water-inc-issues-precautionary-recall-all-sizes-real-water-brand-drinking-water-due-possible](#)) of all sizes of its Real Water brand drinking water and concentrate.

According to the firm's press release, the recalled alkaline water products are available nationwide, however the 5-gallon containers were distributed to the following areas: greater Las Vegas, NV area, central California coastal region (North of Los Angeles, CA and South from Santa Barbara, CA), and Phoenix, AZ.

The firm's press release also includes 1.5 liter, 1 liter, 500 ml and 1 gallon ready-to-drink alkaline water bottles and the 4 oz. concentrate.

As this outbreak investigation continues, the FDA will provide additional updates to this advisory as more information becomes available.

March 24, 2021

Given a lack of cooperation by the firm, FDA investigators have been unable to complete investigations at the "Real Water" Inc. facilities in Henderson, NV and Mesa, AZ and have not been provided with any records. As a result, on March 23, FDA issued a Demand for Records under section 414 of the Federal Food, Drug, and Cosmetic Act.

Consumption of "Real Water" brand alkaline water is the only common link identified among all of these cases to date. This brand of alkaline water is owned by Real Water Inc., headquartered in Mesa, Arizona.

Although the investigation is ongoing, current epidemiologic information indicates that this alkaline water product may be the cause of the illnesses.

As this outbreak investigation continues, the FDA will provide additional updates to this advisory as more information becomes available.

On March 19, 2021, the firm's website reported that the 5-gallon containers are delivered to homes in several areas of the country through distributors. Since then, the firm has removed this information from the website, but has not provided any information about this to the FDA. The FDA investigation has determined that at least one distributor, in the Honolulu, Hawaii, area and one distributor in Orange County, CA no longer has a partnership with Real Water Inc.

The other areas that the firm had reported receiving 5-gallon containers were:

- St. George, UT through Real Water Southern Utah
- Tucson, AZ through Aqua Pure
- Ventura and Santa Barbara, CA through Real Water Gold Coast

Real Water, Inc. has not provided FDA the records requested regarding distribution, therefore, FDA cannot conclusively determine if the above firms did or did not distribute Real Water. These records are included in FDA's Demand for Records.

Additionally, according to the firm's website, Real Water is sold in 1 gallon, 500 mL (16.9oz.), 1 liter, and 1.5 liter plastic bottles and in a 750 mL glass bottle.

March 19, 2021

The consumption of "Real Water" brand alkaline water is the only common link identified among all of these cases to date. This brand of alkaline water is owned by Real Water Inc., headquartered in Mesa, Arizona.

Although the investigation is ongoing, epidemiologic information currently indicates that this alkaline water product may be the cause of the illnesses.

FDA is in the beginning stages of this investigation, and there may be additional products connected to this outbreak. FDA has initiated an investigation at the firm.

As this outbreak investigation continues, the FDA will provide additional updates to this advisory as more information becomes available.

March 16, 2021

On March 13, the FDA was alerted to five cases of acute non-viral hepatitis (resulting in acute liver failure) in infants and children that occurred in November 2020 with an unknown cause reported to the Southern Nevada Health District. All five patients had been hospitalized but have since recovered. All patients were reported to have consumed “Real Water” brand alkaline water. These patients came from four different households. Five additional people, two adults and three children, from two of the four households were reported to have experienced other symptoms as well. Less severe symptoms included fever, vomiting, nausea, loss of appetite, and fatigue.

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Who to Contact


Consumers who have symptoms should contact their health care provider to report their symptoms and receive care.

To report a **complaint** or **adverse event** (illness or serious allergic reaction), you can

- Call an FDA Consumer Complaint Coordinator (/safety/report-problem-fda/consumer-complaint-coordinators) if you wish to speak directly to a person about your problem.
- Complete an electronic Voluntary MedWatch form (<https://www.accessdata.fda.gov/scripts/medwatch/medwatch-online.htm>) online.

- Complete a paper Voluntary MedWatch form (/media/85598/download) that can be mailed to FDA.

Submit Questions/Get Assistance (<https://www.fda.gov/fcic>)

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