



**ENAGIC KANGEN WATER EQUIPMENT L.L.C (License No. 784258)**

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## MACHINE REPAIR INSTRUCTIONS

We are sorry to hear that you are having problems with your machine. It is VERY IMPORTANT for you to follow the instructions below.

- 1, Fill up the repair request form and return it together with the machine. Please make sure that you state the problem of the machine. The technicians will only check based on what is written on the form.
2. **REMOVE** the enhancer tank, diverter, and cartridge filter. (Enagic will not be responsible and will not replace these items) **Enhancer damage might occurs to the machine when you move the machine around or travel with the electrolysis enhancer fluids in the enhancer tank. If mishandled, the fluids will leak inside the machine and cause damage. This is not covered under warranty.**
3. Pack and handle the machine well to avoid damage during transportation. Please send the repair request form to Enagic office together with the machine or by e-mail.
4. Then, courier or bring the machine to our technician in Enagic office.
5. Please give the technician approximately 2 – 3 business days to work on your machine. You may call +971-43955011 or email service@enagic.ae to check on the status of your machine.

Note: After the technician checks your machine and they determined that the unit is not working properly due to calcium build up, a deep cleaning will be done without your permission. This service is not covered under warranty.

**\* All prices are inclusive of 5% VAT**

Machine Model	Deep Cleaning	Shipping Charge	Loaner Machine
SD501, SD501-PT, JRIV, K8, Leveluk R	AED 126	Shipping cost to Enagic office shall be paid by customers. Return of machine will be bear by Enagic.	Subject to availability. Shipping cost shall be bear by customers.
Super 501	AED 158	Shipping cost to Enagic office shall be paid by customers. Return of machine will be bear by Enagic.	N/A

- **Shipping machine for deep cleaning:** Shipping cost shall be paid by customers.
- **Shipping of machine for repair:** Shipping cost to Enagic office shall be paid by customers. Return of machine will be bear by Enagic.
- **Item not covered by warranty:** Flexible pipe, hoses, accessories, printed materials, deep cleanings, enhancer damage, improper damage, misuse and abuse of units, machine alterations, damages caused by natural disasters, and shipping for products sent in for any services other than repair. For more information, please contact Enagic technician.