

Distributor Handbook



Enagic UAE

Effective on October, 2022

Enagic® reserves the right to revise, modify and amend any of these terms and conditions any time, and the Buyer/ Distributor agree to abide by the most recent version of this Handbook.

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How can one become an Enagic Distributor

To become an Enagic Distributor, the applicant must:

- (1) be sponsored by an existing Enagic Distributor in good standing;
- (2) either purchase a Kangen Machine or become a Tokurei [Good Samaritan] applicant.

Letter to the New Distributor

Congratulations and welcome to Enagic Kangen Water Equipment L.L.C (Dubai)!

You have made the first step towards success. This booklet contains detailed information regarding the application procedures, as well as answers to general questions that you may have. Please utilize this booklet NOT only when conducting your own business, but as a tool to train your team.

Remember, the more you know, the more you grow! Should you have any further questions regarding something NOT covered in this booklet, there are a few steps that need to be taken before contacting the company.

First, you need to call your up-line, or your up-line's up-line (your 6A would be best).

Second, you may want to check our only one official website <https://www.enagic.ae/> as we have many updates, and other general information there.

Third, you can call the company to get any assistance that you may need after exhausting the first two options. Keep in mind that you have entered a pre-existing team. You may feel as though you are alone at times, but that is when you need to reach out most and get connected. You are NOT alone! There are hundreds, if NOT thousands, of people in your group willing and ready to lend a hand to help you build your own team and business.

****Please be sure to read this handbook in it's entirety before submitting any applications to prevent any issues****

Definition of Terms

Whenever used in this Handbook, the following terms shall be construed to mean as:

- 1. Accessories** Items related to the Machine that can be bought in the Enagic Office
- 2. Alternate Payer** Someone who is willing and ready to pay in behalf of Buyer
- 3. Buyer** Buyer of the Machines who may either be a Distributor or User
- 4. Company or Enagic** Enagic Kangen Water Equipment LLC.
- 5. Distributor** Someone who purchases the Machine and distributes the same for business.
- 6. Enagic Office** Office No.105, Hassanacor Building, Al Barsha First, Dubai, UAE
- 7. E-friends** Official magazine of Enagic International including monthly updates and promotions
- 8. E-Payment** Enagic Payment Plan Wherein Machines will be paid through the issuance of post-dated checks
- 9. Handbook** This Distributor's Handbook which is considered as part of the Manual for Enagic Distributors
- 10. Machine** LeveLuk water treatment Machines
- 11. Pay-Off Commissions** Closing commission for Distributors with installment payment programs. Commission balance, if any, will be released upon full payment of the Machine. However, such will depend on the status of the distributor if he/she has delinquent accounts or unliquidated consignments. The pay-off/bonus commissions put on hold will automatically be offset/applied to any unsettled account/s of the Distributor concerned
- 12. SP** Special Points or additional bonus payments earned whenever a direct sale is made by a Distributor (except for Tokurei distributors)
- 13. Sponsor** A Distributor in good standing who introduces and assists a Buyer in purchasing Machine/s
- 14. User** One who purchases a Machine without intention of becoming a Distributor.



Distributor Responsibilities

As a distributor, you have many responsibilities that are vital NOT only to your success, but are important in ensuring all interactions with the company are as productive as possible. It is very important to understand that you are NOT working for Enagic Kangen Water Equipment L.L.C (Dubai), or vice versa, but you are your own entity. The role of Enagic Kangen Water Equipment L.L.C (Dubai), is simply to fulfill the orders that are produced through your hard work, as well as to provide a foundation and general rules to ensure order amongst all the “business” owners.

In order to ensure optimal success, please be sure to fully understand and be prepared to fulfill your responsibilities.

Distributor responsibilities are as follows:

1. Fully educate yourself regarding the machines, health information, commissions, complete order processing, and general business practices.
2. Being responsible for training and fully educating all distributors in your downline in order **to make them fully self-sufficient.**
3. All questions should be answered within the group. The company should only be used **as a last resort.** More difficult questions should be directed towards your 6A's. **No one should be told to call the company.**
4. Do NOT make any health, monetary, or false claims. If you have knowledge of anyone making the above claims, please contact the company immediately.
5. No money is allowed to be exchanged in dealing with the water under any circumstances. That includes donations, as well as selling the water.
6. Read, fully understand, and abide by the company's Policies and Procedures.
7. Run your distributorship in an **ethical** manner.
8. Do NOT sell the Leveluk Machines on discounted prices.

Enagic UAE covered countries

| UAE | MENA Region | CIS Countries |
|------------|--------------------|--|
| Dubai | Mauritania | Lebanon |
| Ajman | Iraq | Jordan |
| Sharjah | Algeria | Kuwait |
| Fujairah | Tunisia | Bahrain |
| Abu Dhabi | Libya | Saudi Arabia |
| Ras Al- | Egypt | Yemen |
| Khaimah | Sudan | Oman |
| Umm Al- | Djibouti | Turkey |
| Quwain | Somalia | Afghanistan |
| | | <i>*Special Prices and Special Forms apply for CIS Sales</i> |
| | | Armenia |
| | | Belarus |
| | | Kazakhstan |
| | | Kyrgyzstan |
| | | Moldova |
| | | Tajikistan |
| | | Uzbekistan |



P.S. Palestine and Israel are NOT covered.

Instructions for filling in the Application

The Product Order Form and Distributor Agreement as well as other relevant forms and documents are available in Enagic Office and can also be accessed on our website <https://www.enagic.ae/downloads/all-forms/>.

General Instructions:

- Fill-in the Product Order Form and Distributor Agreement.
- Ensure that YOU and your SPONSOR have SIGNED the said Form/Agreement before submitting the same to the Company for further processing.

Application Process:

● **STEP 1:** Send all Forms including payment proof to goc.uae@enagic.co.jp and cc to cs1@enagic.ae cs3@enagic.ae cs2@enagic.ae cs4@enagic.ae

*Please make sure your mail file is NOT bigger than 10 Mega-bytes.

*If it is E-payment please submit the original documents to Enagic Office.

● **STEP 2:** You will receive confirmation email of your Registration ID Number as following



Dear Customer [Registered Full Name.]

Thank you for using [Enagic-Application Registry System].

We have processed and registered order for [CUSTOMER NAME] who purchased [Leveluk Machiine].

His/her distributor ID is [3XXXXXXXXXX] (11 DIGITS ID), please follow up and help him/her develop Enagic Business.

Wish you good luck!



Enagic

463-3 Sedake, Nago-City, Okinawa, 905-2266, Japan



● **STEP 3:** Enagic Office will contact or send you email once we prepared your products ready to pick up or deliver.

Registering as a Distributor

When filling in an application a new distributor needs to completely fill-in and submit the following:

UAE Domestic Applicants:

1. Completely filled-in Product Application Form (Domestic Form)
2. Signature on the application same as Emirates ID signature
3. VALID copy of Emirates ID (both sides with clear image)
4. Complete UAE VALID Bank Information

Overseas/For Non-UAE Applicants:

1. Completely filled-in Product Application Form (Overseas Form)
2. VALID Residence ID copy (both sides with clear image)
3. Complete VALID Bank information

Registering as a User

When filling in an application a new user needs to completely fill and submit:

Domestic/Overseas:

- Product Application Form (and mark USER)

A User is someone that would like to purchase a machine only and does NOT have the desire to do the business for the moment. User may proceed to do the business in the future. However, they are required to completely fill-in and submit the Change of User to Distributor Form free of charge.

Registering as a Company

Requirements for registering company as a Distributor and the payment made by a company on behalf of others.

Requirements for registering company as a Distributor:

1. Company VALID Trade License.
2. Company Memorandum of Agreement.
3. VALID ID proof of the manager who sign in the application on behalf of the company.
4. Bank Details of the company.
5. Alternate payer Form if payment made by another person.
6. VALID ID Proof of the Alternate Payer.

Requirements for registering individual as a Distributor and the payment made by a company:

1. ID Proof of the Individual.
2. Bank Details.
3. **Alternate Payer Form**-with Signature and company seal.
 - A. VALID Trade License of the company.
 - B. VALID ID Proof of the Signatory in the **Alternate Payer Form**.
 - C. Signature in the cheque and **Alternate Payer Form** Should be Same.
4. Enagic UAE will NOT issue any tax invoice addressed to the company if they do NOT register the sale under company name

The applicant is required to submit the **Trade License and MOA** for the business to be verified. The documentation needs to show the owner's name and the company must exist actively in the country.

Requirements for registering company as a User:

- **Product Application Form** Domestic/Overseas (and mark USER)

To purchase a machine as a business entity (USER) with a full payment only the **Product Application Form** (USER) needs to be completely filled-in and submitted. User may proceed to do the business in the future. However, they are required to completely fill-in and submit the **Distributor Information Change Form** free of charge.

General Information

- Applicant is required to fill-in **Product Application Form** (USER or DISTRIBUTOR) respectively.
- Please make sure to have both; applicant and sponsor to sign the 2nd page of the form (USER and DISTRIBUTOR) same as signed on their Residence VALID ID before submitting it to GOC for processing.
- Having the “**Sponsor Information**” section filled-in is **very important** and will be needed to ensure your application is complete. You need to have:
 - ✓ Sponsor's proper name
 - ✓ Sponsor's proper rank
 - ✓ Sponsor's ID number filled in.
- If the sale line rank is lower than sponsor current rank, please specify it on your email sent to GOC.
E.g. if 5A distributor is going to register a sale under the 3A line please specify it on the email sent to GOC.
- Applicant is required to fill-in the Bank Information (DISTRIBUTOR ONLY).
- Enagic UAE does NOT accept 3rd party bank information for distributor IDs. Applicant should have his/ her own bank account.

- Be sure to specify which machine is being purchased under the **Product Section**.
- Choose the “payment method” in **Payment Method Section**.
- Please input the total cost that the buyer is paying.
- Alternate Payer: **If payments are NOT to be made by the applicant the payer needs to completely fill-in the **Alternate Payer Form** separately and submit VALID Emirates ID (Passport copy if overseas).**
- Alternate Pick Up: This section is to be filled-in only when someone other than the applicant is collecting the machine. Anyone can pick up the machine in the buyer’s place in the event of a full payment. However, only the buyer can pick up their own machine when financing. The buyer needs to completely fill-in the **Machine Pick-up Authorization Section** in the application form.
- There can only be one name listed as the applicant. If more than one name is listed this may hold up the processing of your application.
 - An example both; husband and wife want to be distributors and have written both names on the same application. Such application will NOT be processed because we only allow one person as the applicant with one signature on the document bank information and one copy of Identity Card.
 - An example both companies (joint ventures); want to be distributors and have written both companies names on the same application. Such application will NOT be processed because we only allow one entity as the applicant with one signature on the documents bank information and one copy of VALID Residence ID (front and back).

Payment Method

Cash Deposit/ Remittance/ Cheque

1. Enagic Kangen Water Equipment L.L.C (Dubai) does NOT accept cash payment for machine sale in the office.
2. Buyer is required to make the payment in the form of remittance cheque or deposit such amount into Enagic's bank account.
3. Applicable for Single Payment only.

Terms and Conditions Ordering

1. Customer is required to submit the payment slip together with the rest of documentations.
2. Payment to Leveluk account will lead to machine shipping to overseas countries out of UAE.
No pick-up from the office in this case.
3. Payment to Enagic account will lead to machine pick-up from the office.
No shipping from the in-land Enagic office to overseas countries. Shipping is limited to Emirates in UAE ONLY.
4. If you have an overseas client who would like to come and collect the machine from the office then you need **to get Enagic confirmation first** then Enagic team will guide you for that process
5. Neither Enagic, Nor Leveluk is responsible for the mistaken transactions and its consequences.
6. Application with original payment slip can be registered and processed immediately.
7. Submission with a copy of payment slip requires 2 ~ 3 working days for clearance.
8. Submission via cheque requires 3 ~ 4 working days for clearance.

Bank Account Details

For UAE Sales

| <u>AED Account</u> | | <u>USD Account</u> | |
|--|----------------------------|--------------------|----------------------------|
| Bank Name: | Emirates NBD | Bank Name: | Emirates NBD |
| Address: | Al Barsha Branch Dubai UAE | Address: | Al Barsha Branch Dubai UAE |
| Account Number: | 1015336619101 | Account Number: | 1025336619102 |
| IBAN: | AE770260001015336619101 | IBAN: | AE850260001025336619102 |
| SWIFT CODE: | EBILAEAD | SWIFT CODE: | EBILAEAD |
| Beneficiary Name: <u>ENAGIC KANGEN WATER EQUIPMENT L.L.C</u> | | | |

For Overseas Sales

| <u>AED Account</u> | | <u>USD Account</u> | |
|--|----------------------------|--------------------|----------------------------|
| Bank Name: | Emirates NBD | Bank Name: | Emirates NBD |
| Address: | Al Barsha Branch Dubai UAE | Address: | Al Barsha Branch Dubai UAE |
| Account Number: | 1015393188701 | Account Number: | 1025393188702 |
| IBAN: | AE460260001015393188701 | IBAN: | AE540260001025393188702 |
| SWIFT CODE: | EBILAEAD | SWIFT CODE: | EBILAEAD |
| Beneficiary Name: <u>LEVELUK MIDDLE EAST FZE</u> | | | |

Online Payment Link

Enagic UAE provides online payment links for its clients so that they can use it to pay for the machine/ products in safe smooth and fast effective way.

This option is available for domestic sales within UAE and overseas sales within GCC, MENA Region and CIS countries.

Please ask your distributor to provide you by the payment links and in case the office is closed please use the 24/7 available payment link on our following website.

[24 x 7 Enagic Payment Links – Enagic Middle East](#)

Credit Card (Swipe in the Office)

1. Applicable for both Visa and Mastercard only.
2. Applicable for both; Single Payment and Installment Plans with selected months and limited banks.
3. Registration can only be processed once its payment was successful.

Single Payment

- Applicable for all banks.

Installment Plan (EPP)

Applicable only for selected months and the following limited banks.

| The Bank | The available installment months |
|---------------------------------------|---|
| ADCB Bank; | 06 and 12 months. |
| Emirates NBD Bank; | 06 and 12 months. |
| Emirates Islamic Bank; | 12 and 24 months. |
| Dubai Islamic Bank (DIB); | 06 and 12 months. |
| Abu Dhabi Islamic Bank (ADIB); | 06 and 12 months. |

Terms and Conditions

- No additional form is required.
- The presence of credit card holder is compulsory.
- **It is highly preferred/ recommended that the applicant check with his bank first to make sure that his/ her credit card is available for EPP with no special regulations/ special bank rates for it.**
- **Credit Card Single Payment should NOT be transferred to installment without prior written notice to the company.**

In-House Payment (E-Payment)

1. This payment method is allowed only for UAE sales. **Overseas sales are NOT subjected.**
2. This payment method provides convenience for distributors who wish to purchase our Kangen machine in installment form but does NOT have credit card.
3. Registration can only be processed once Enagic Kangen Water Equipment L.L.C (Dubai) has received **completed** documentations with the down payment accordingly.

Applicant is required to fill-in the following forms: -

- E-Payment Agreement completely
- E-Payment Guarantee Agreement
- Terms & Conditions of E-Payment

Submit the above Nos. with **applicant's VALID Emirates ID (front and back)**.

General Information

- Upon approval of the application for the E-payment plan Enagic will debit the amount from Applicant's saving account for 10 or 20 consecutive months.
- Deposits and handling fees (*fixed amounts*) need to be made in **Single Payment only**.
- The individual applying for financing is responsible for fully reading and understanding the application as well as the terms and conditions.
- **No other individual is allowed to make payment** except for the applicant.
- The handling fees will be fixed amount of AED 200.00 for 10 months and AED 400.00 for 20 months (inclusive of 5% VAT) shall be made to Enagic Kangen Water Equipment L.L.C (Dubai).
- Commission payout will be divided into two times. The commission will be paid separately out when the new applicant pay for the deposit and the balance will be paid out when the balance is settled.
- Application terms: UAE legal resident age of 18 or above and only for individual.
- In the event of payment default by the Applicant under the agreement Enagic shall be entitled to demand that the Applicant voluntarily surrenders the Leveluk machine to Enagic Kangen Water Equipment L.L.C (Dubai) and we reserve the right to file a report at police stations for further action in accordance with UAE laws.
- If the applicant has failed to perform the payment for any of the **respectivemonths and/or consecutively 3 months in a row** Enagic (Dubai) L.L.C with its sole discretions and rights will hold any commission entitlement and such applicant will be considered as **BLACKLISTED** until the payment has been cleared.

Kindly refer to the Standing Instruction (SI) chart below:

| Sales Registration Date | SI Commence Date |
|--------------------------------------|---|
| 1 st to 15 th | 5 th of the following month of the Sales Registration Date. |
| 16 th to 31 st | 25 th of the following month of the Sales Registration Date. |

Kindly refer to the In-House E-payment chart below:

For SD 501 AED 15698.00 (Inclusive of 5% VAT)

| MODEL | | 10 MONTHS | 20 MONTHS |
|--|--------------------------------------|-----------|-----------|
| SD 501 AED 15698.00  | Down Payment | AED 6280 | AED 6280 |
| | Handling Fee (<i>fixed amount</i>) | AED 200 | AED 400 |
| | Total Initial Payment | AED 6480 | AED 6680 |
| | Monthly payment amount | AED 942 | AED 471 |

For K8 AED 20213 (Inclusive of 5% VAT)

| MODEL | | 10 MONTHS | 20 MONTHS |
|---|--------------------------------------|-----------|-----------|
| K8 AED 20213.00  | Down Payment | AED 8086 | AED 8086 |
| | Handling Fee (<i>fixed amount</i>) | AED 200 | AED 400 |
| | Total Initial Payment | AED 8286 | AED 8486 |
| | Monthly payment amount | AED 1213 | AED 606.5 |

For SUPER501 AED 22575 (Inclusive of 5% VAT)

| MODEL | | 10 MONTHS | 20 MONTHS |
|---|--------------------------------------|-----------|-----------|
| SUPER501 AED 22575.00  | Down Payment | AED 9030 | AED 9030 |
| | Handling Fee (<i>fixed amount</i>) | AED 200 | AED 400 |
| | Total Initial Payment | AED 9230 | AED 9430 |
| | Monthly payment amount | AED 1355 | AED 677.5 |

For SD501-PT AED 17273 (Inclusive of 5% VAT)

| MODEL | | 10 MONTHS | 20 MONTHS |
|---|--------------------------------------|-----------|-----------|
| SD501-PT AED 17273  | Down Payment | AED 6910 | AED 6910 |
| | Handling Fee (<i>fixed amount</i>) | AED 200 | AED 400 |
| | Total Initial Payment | AED 7110 | AED 7310 |
| | Monthly payment amount | AED 1037 | AED 518.5 |

For JRIV AED 11550 (Inclusive of 5% VAT)

| MODEL | | 10 MONTHS | 20 MONTHS |
|--|--------------------------------------|-----------|-----------|
| JRIV AED 11550  | Down Payment | AED 4620 | AED 4620 |
| | Handling Fee (<i>fixed amount</i>) | AED 200 | AED 400 |
| | Total Initial Payment | AED 4820 | AED 5020 |
| | Monthly payment amount | AED 693 | AED 347 |

For ANESPA DX AED 12390 (Inclusive of 5% VAT)

| MODEL | | 10 MONTHS | 20 MONTHS |
|--|--------------------------------------|-----------|-----------|
| ANESPA DX AED 12390  | Down Payment | AED 4956 | AED 4956 |
| | Handling Fee (<i>fixed amount</i>) | AED 200 | AED 400 |
| | Total Initial Payment | AED 5156 | AED 5.356 |
| | Monthly payment amount | AED 744 | AED 372 |

*** Payment date should follow below schedule and recurring for 10 months or 20 months.**

| Sale Date | Cheque Payment Date |
|--------------------------------------|---|
| 1 st to 15 th | 5th of the following month of the Sale Registration Date |
| 16 th to 31 st | 25th of the following month of the Sale Registration Date |

Note: Application process takes 1 working day. Enagic has the right to approve or reject any application form without any discretion. You will receive a notification from Enagic on this application.

For Example:

You wish to purchase an SD 501 using In-House payment 10 months.

- Firstly, you make a down payment for **AED 6280.00**.
- Secondly an extra of **AED 200** handling fees will be imposed.

Handling fees = fixed amount of **AED 200**

So the total need to make initially is **AED 6480.00**.

For the balance **AED 9420.00** you will have to clear in 10 months which is **AED 942.00** per month.

E-Payment Process/ Steps

- Step-1:** Submit the following documents to Enagic UAE.
- A.** Completely filled-in E-Payment Agreement
 - B.** Completely filled-in Terms & Conditions of E-Payment
 - C.** Completely filled-in E-Payment Guarantee Agreement
 - D.** Applicant's VALID Emirates ID (front and back)
 - E.** Guarantor VALID Emirates ID (front and back)
- Step-2:** Deposit the followings:
- A.** 40% payment receipt
 - B.** Handling Fees payment receipt
- Step-3:** Registration processed.
- Step-4:** Sponsors will get 1st commission payout.
- Step-5:** Applicant pays for a specific amount each month.
- Step-6:** Payment done after 10 or 20 months.
- Step-7:** Sponsor will receive 2nd commission.

Latest update of E-payment bonus payout policy

Commission payout will be divided into two times. The commission will be partially paid out when the new applicant pay for the deposit and the balance will be paid out when the balance is settled.

Commission Payout (Per Point)

| | SD 501 | JRIV | SD501-PT | K8 | SUPER501 | ANESPA DX |
|----------------------------------|----------------|---------------|-----------------|---------------|-----------------|------------------|
| 1st Commission | AED 225 /point | AED 150/point | AED 225/point | AED 300/point | AED 320/point | AED 125/point |
| 2nd Commission | AED 720 /point | AED 450/point | AED 720/point | AED 950/point | AED 1005/point | AED 405/point |

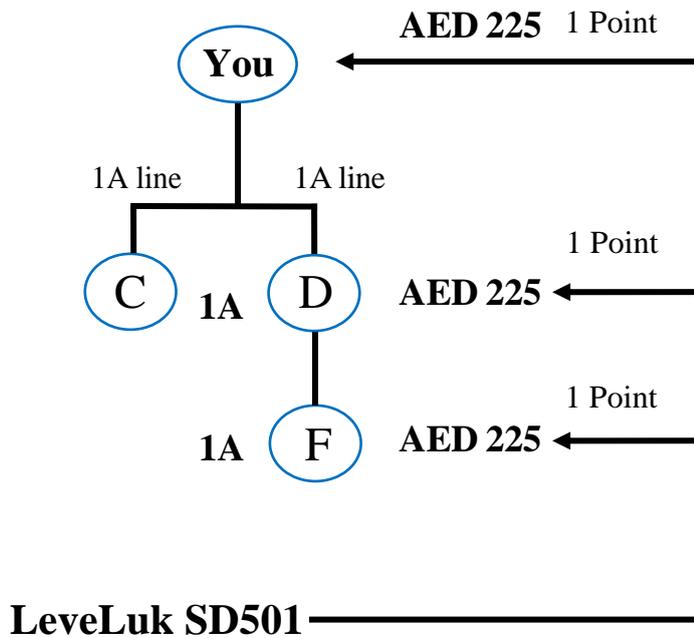
Example: SD 501

1A Distributor

(1st commission) - This is the commission payout amount after down payment.

Sales = SD 501 = AED 225/ point

Your bonus = 1A = AED 225



- Your downline applied In-House Payment and he/ she will be your 1A line.
- You will receive 1st commission (AED 225) from this line.

(2nd commission) – This is the second commission payout after your downline settle the balance.

Latest update of In-House E-payment agreement Terms and Conditions

1. The signing by the distributor of the agreement constitutes an irrevocable offer from the distributor to purchase the machine on installment payments term. The agreement shall become a contract and be binding on all parties when Enagic UAE accepts the offer by countersigning on the agreement and notifying the distributor such acceptance. No act of Enagic UAE or any person on the Enagic' s behalf prior to the notification of such countersigning as aforesaid constitutes or evidence any sale contract between the distributor and Enagic UAE.
2. The buyer's offer is subjected to acceptance/ rejection by Enagic UAE. Upon acceptance by Enagic UAE the initial payment is to be made. Prior to acceptance by Enagic UAE of the agreement Enagic UAE reserves the right to reject the Agreement for whatsoever reason without giving any explanation to the buyer.
3. The E-Payment Price and the installments payable by the Purchaser shall be determined by Enagic UAE in such manner as Enagic UAE may in its sole and absolute discretion determine.
4. Enagic UAE shall have absolute discretion to impose administration/ collection charge to cover administrative charges costs or expenses incurred by the Enagic UAE in collecting or attempting to collect any sum money which are not paid by the Purchaser on the due date.
5. Applicant must make payment to Enagic UAE by post-dated cheques only for the monthly installment. **Any other forms of payment will NOT be accepted.**
6. "Without prejudice to any right of the Enagic" if the distributor shall: -
 - Default payment in punctuality of monthly installments or any sum due and payable under the agreement (*whether demanded or not*)
 - Fail to observe and perform any of terms conditions and stipulations on his part containedFor any reason the agreement is or becomes invalid or unenforceable or if in the absolute opinion of the Enagic UAE any of the security created pursuant to the Agreement is in jeopardy.
7. Shortly after the Enagic UAE receives the First payment all risk for any damage or loss or deterioration of the merchandise from any causes whatsoever shall be borne and settled by the buyer.
8. The monthly statements and installment payment will not be sent by Enagic UAE. The payment must also be paid every month without any reminder by the Enagic UAE. All the purchaser willing to make payment by post-dated cheques purchaser hereby irrevocably prepare the cheque to Enagic and deposited before the date written on it according to each of the said monthly installment. The buyer agrees to pay fixed amount of AED 200.00 for 10 months installment option – AED 400.00 for 20 months installment option to the Enagic UAE for handling fees.
9. All payments must be made to the address of the Enagic UAE as set out herein or to an address for the time being approved and/or notified by the Enagic UAE in writing and any payment sent by shall be at the Buyer's risk until received by the Enagic UAE at the approved address.
10. No time or other indulgence granted by Enagic UAE to the distributors shall operate as a waiver of the Enagic UAE rights (save to the extent indicated by Enagic UAE in writing) in respect of any continuing recurring or subsequent breach.
11. A certificate that signed by the distributor with Enagic UAE as to the amount that already been agreed by distributor and Enagic UAE. A certificate signed by authorizer officer as to the manner of

calculating and the amount of the installment payable and/or late charges payable and/or the rebates (if any) to be granted shall be final and conclusive to the distributor.

12. Any demand for the payment including any Writ Summons in connection with the agreement that already been agreed cannot be amended as the distributor already agreed with all the terms and conditions that Enagic UAE while signing the certificates.
13. Where there are two or more parties in the expression's "distributor" or "Referrer" their obligations and liabilities in the agreement shall be joint and several. The agreement shall be binding on the distributor and the Referrer and their respective estate personal representative and successors in title and on the Enagic UAE and its successors in title and assignees.
14. All costs and expenses incidental to the agreement (including but not limited to any registration fees stamp duty or any other fees) shall be borne and settled by the buyer(s).
15. Any liability the Enagic UAE otherwise incur and any right the distributor might possess in respect of any conditions warranties or representations relating to the conditions of the Merchandise or to their merchantable quality or suitability or fitness for the particular or any purpose for which they are or may be required whether such conditions warranties or representations are expressed or implied and whether in oral or written statements made by or on behalf of any person in the course of negotiations in which the distributor or his representative may have been concerned prior to the agreement are hereby expressly excluded.
16. The distributors hereby agree to pay the any bank or transaction charges or other revised amount if required. The distributors further understand that such charges may be varied from time to time as determined by the distributor's bank without prior notice to the distributors.
17. The Purchaser hereby absolutely authorizes the Enagic UAE to obtain and/ or verify any information on the Purchaser and/ or the Referrer (if applicant) from any source as the Enagic UAE may at its absolute discretion deem appropriate including but not limited to any credit information agencies financial institutions and the Director General of the Inland Revenue. The Purchaser hereby further absolutely authorizes the Enagic UAE to release any information relating to the Purchaser and/ or the Referrer (if applicable) and/ or the Agreement to its advisors' solicitors' auditors credit information agencies or to any party which the Enagic UAE at its absolute discretion deems fit.
18. In the event of payment default by the buyer under the agreement Enagic Kangen Water Equipment UAE shall be entitled to demand that the buyer voluntarily surrenders the goods to Enagic UAE subject to written notice being served by Enagic UAE to the buyer.
19. If the Distributor shall default in payments required to be made under the agreement arising from any financial circumstances or any other factors the Distributor may approach Enagic UAE for consultation on manner of settlement of payment obligations under the agreement.
20. Time wherever mentioned shall be deemed to be the essence of the agreement.
21. The Enagic UAE shall not incur any liability to the Purchaser nor shall the Purchaser be entitled to rescind the agreement if the Merchandise does not correspond to its description as contained in the agreement.
22. Enagic UAE will have no liability either in contract or in tort for loss injury or damage sustained by reason of any defect in the Merchandise whether such defect be intent or apparent on examination and we shall not be responsible to indemnify the Purchaser in respect of any claims made against the Purchaser by a third party of any such loss injury or damage.

23. Enagic UAE shall be absolutely entitled to assign the benefits of the agreement or any of the Enagic UAE rights hereunder.
24. Where the agreement is translated into a language other than English language. In the event of conflict discrepancies or variances between the terms and condition set out in English language version and that of the other language(s) The English Language Version shall prevail.
25. In the agreement unless there is something in the subject or context inconsistent with such construction or unless it is otherwise expressly provided words applicable to natural persons include anybody or persons company corporation firm or partnership corporate or unincorporated words importing the singular number induce the plural number and vice versa and words importing the masculine gender include the feminine and neuter genders.

Enagic® reserve the right to vary these terms and conditions at any time and distributors agree to abide by the latest version of the agreement policies.

Latest update of E-payment guarantee policy

The E-Payment Guarantee Agreement is effective on the date of approval by

Enagic Kangen Water Equipment L.L.C “Enagic”

Between “Enagic” and

- A. The Client “Debtor” *Full Name and VALID Emirates ID should be provided*
- B. Direct Referrer “Guarantor” *Full Name and VALID Emirates ID should be provided*

*In case guarantor rank is lower than 6A 3 months guarantee undated cheques should be submitted.
In case guarantor rank is 6A or above he/ she agrees to settle the remaining dues in case of any
monthly payment default.*

Considering Debtor is going to register as distributor in Enagic Guarantor agrees that if the Debtor failed to settle the first 3 months installment the Guarantor will settle the Three payments to Enagic. The Guarantor must make the payments to Enagic by **Cheques Only**.

Any other forms of payment will NOT be accepted.

Enagic® reserve the right to vary these terms and conditions at any time and distributors agree to abide by the latest version of the agreement policies.

Signing Up as a Tokurei (Good Samaritan)

A Tokurei (Good Samaritan) is someone who may be unable to purchase the machine but still would like to join the company and work as a distributor. That person will primarily function as a “partial” distributor in that although they are able to go out and sell machines, they will only receive partial commission. This will be explained in further detail below. Understanding the Tokurei System To sign up as a Tokurei a person must submit their application (which should include the **Product Order Form**) and Distributor Application Agreement of Special Payment Plan a copy of a VALID RESIDENCE ID (both sides with clear image) a copy of Bank Information along with the application of someone that is purchasing the machine only in full payment. The Tokurei will sponsor the buyer and therefore will start with one sale or one A (1A) leg.

- When signing up as a Tokurei one needs to select which machine they are working towards when filling in the application.
- A Tokurei will NOT receive their machine until enough commission has been accumulated to fully cover the cost of the machine or when distributor affords to buy it.
- As a Tokurei every time a sale is made within the 8 points structure part of the commission will be placed toward the Tokurei’s selected machine. For example *if a Tokurei were to sell an SD 501 machine as a full payment where the normal commission minus the SP bonus would be AED 755.00 that person would receive AED 426.00. The AED 329.00 that was NOT paid would be saved and put towards the Tokurei’s machine.*
- A Tokurei can upgrade the machine that was initially chosen but can NOT downgrade. For example if one was to initially choose to work towards obtaining the SD 501 machine and then decided that they wanted any higher-level machine such as SD 501-PT then that would be alright. However, if one was to choose the SD 501 initially and then decided that they wanted any lower-level machine that would NOT be allowed under any circumstances.
- Once it has been decided to use the Tokurei plan a distributor may NOT allow to do Enagic Financing. Accumulated Tokurei commission can be applied to the down payment. If the accumulated amount does NOT meet the down payment amount then the distributor must pay the remaining amount. Other ways to complete the Tokurei plan are to either accumulate enough commission to fully cover the total costs of the machine chosen or pay the complete balance minus what has already been accumulated from commissions.
- A person using the Tokurei plan will receive full commission minus the amount withheld in the event of a machine sold and paid for in full.
- If a distributor already has an account he/she can NOT sign up as a Tokurei for a second or third account. Signing up as a Tokurei is only allowed for individuals signing up with Enagic for the first time.
- Customers who are under the Tokurei program are NOT allowed to sign as an alternate payer

for the payments of someone else's machine.

- Any distributor under the Tokurei plan will NOT be allowed to purchase a second until the Tokurei is paid off.
- Distributors signing up using a business name are NOT allowed to sign up as a Tokurei.
- If a distributor's downline is a Tokurei they will NOT receive any commission until the Tokurei has been completed.
- Please fully read the Agreement of Special Payment Plan Form.
- Tokurei is only for individuals NOT company.
- For Tokurei cancellations kindly stated in the mail saying that is Tokurei cancellation. Please provide the Tokurei ID number name of the Tokurei.

Please take note of the conditions below. Please read the following carefully:

- 1) This Special Payment Plan (Samaritan Plan Tokurei) is available for those who wish to join the company and work as a distributor but can NOT afford to purchase the machine. Please attached with the "Product Application Form".
- 2) Signing up as a Tokurei is only allowed for individuals signing up with Enagic for the first time business name is NOT allowed.
- 3) Applicant agrees to sell and submit at least one Distributor Agreement & Product Order Form to purchase of the Enagic machine by cash credit card cheque which can NOT be purchased by another Special Payment Plan.
- 4) Enagic requires a copy of the applicant's VALID Identity Card.
- 5) Enagic requires the signatures of both a direct-up-line distributor and a direct-up-line 6A distributor.
- 6) Tokurei is available for new customer/buyer only.
- 7) Any distributor under the Tokurei plan will NOT be allowed to purchase a second unit until the existing is paid off.
- 8) SP will NOT be counted for the applicant while Special Payment Plan is in effect.
- 9) SP will be available after first direct sales of Tokurei dismiss.
- 10) E-Payment is NOT available for Tokurei dismiss.
- 11) Applicant is unable to downgrade the product when he/she completes the payment.
- 12) A Tokurei is allowed to upgrade but NOT to downgrade the machine initially chosen. The basis to determine whether it is for upgrading/downgrading shall be the price of the machine chosen.
- 13) Fixed upgrade fees of **AED 242.00** are to be applied.
- 14) The agreement will be terminated upon completion of payment by the applicant.
- 15) Tokurei distributors can NOT register Ukon products under him/her until he/she pays-off for the Tokurei machine.
- 16) Tokurei distributors can NOT be Enroller for a sale under any of his/her downlines until he/she pays off for the Tokurei machine.

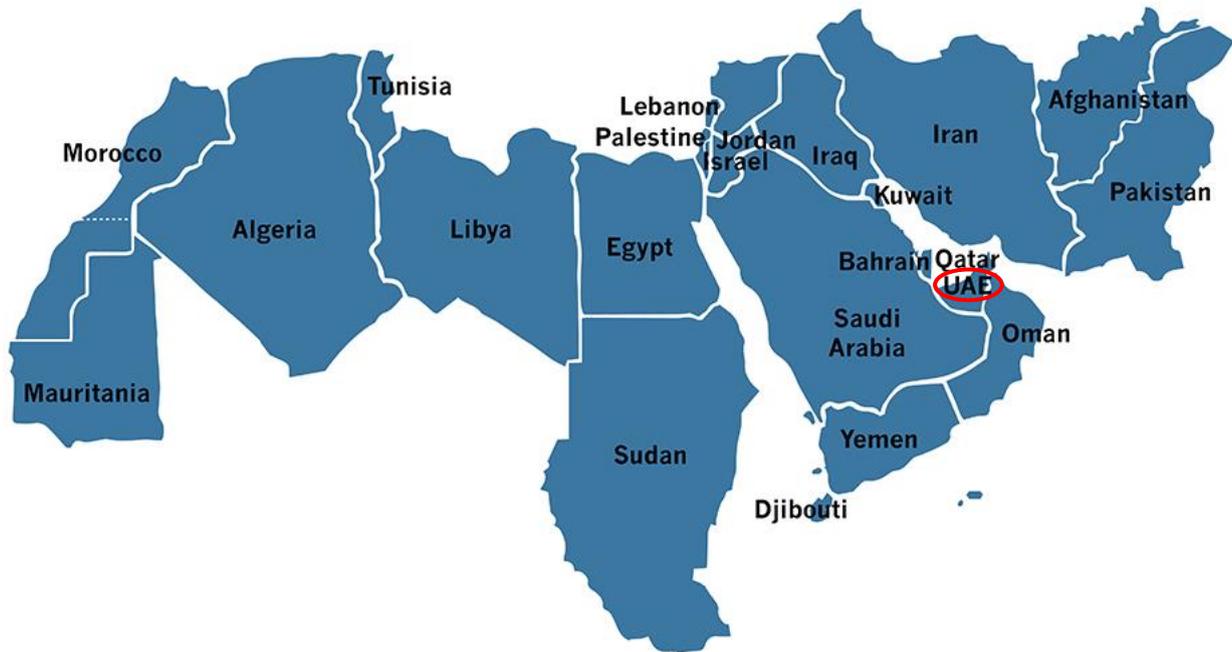
Machine and Accessories Order via Email

Email

The buyer is **NOT** able to make the purchase of accessories item over tele-conversation. The buyer must fill-in the **Accessories Order Form** accordingly and send an email to Enagic.

cs1@enagic.ae cs2@enagic.ae cs3@enagic.ae cs4@enagic.ae

The Customer Service Executive shall advise the delivery fee and calculate the entire accessories price altogether. The buyer may deposit the amount into Enagic Kangen Water Equipment L.L.C bank accounts. Kindly email us the deposit slip & remittance slip once the payment has been made. All the accessories sales purchase through email will be closed at **06:00 PM (UAE time)** every day. **Accessories forms** received after 06:00 PM (UAE time) will be processed on the following business day.



Pre-Payment

Pre-payments are strictly prohibited either is the purchase of accessories or LeveLuk machines. All payment must come together with proper documentations. The company will **NOT** accept any pre-payment and will **NOT** follow up this payment for distributors.

Consignment Unit

General Information

- **1A/ 2A/ 3A/ 4A** Distributors could take consignment as following: -
Deposit of AED 5500 + Balance payment in post-dated cheque for **SD501 SD501-PT or K8**;
Deposit of AED 7500 + Balance payment in post-dated cheque for **Super 501**;
Deposit of AED 3000 + Balance payment in post-dated cheque for **JRIV or Anespa DX**
The above is permitted for 2 weeks. Only 1 machine is allowed at one time. However, this is subject to the approval by the management/company.
The consignment unit must be sold off within 2 weeks.
- **5A Distributors** could only take 1 consignment unit for 2 weeks. For Distributors going to achieve 6A (minimum of 80 group sales) within a month maximum of 3 units may be allowed. However, this is subject to the approval by the management/company.
- **6A & above Distributors** could take 3 consignment units for 1 unit. The maximum units that Enagic may accept at a stipulated time are 3 units. However, this is subject to the approval by management/company.
- Enagic Kangen Water Equipment L.L.C (Dubai) strictly prohibits customers to take consignment on behalf of other distributor's/applicant's name on the form. For Distributors who would like to assign third party to collect the consignment on behalf he/she must fill-in the consignment machine pick-up authorization or submit an authorization letter either by hand/email.
- Should the consigned machine (s) is/are overdue for more than 3 weeks Enagic Kangen Water Equipment L.L.C reserves the rights at any time to hold my annuity; 6A rewards 8 points sales annuity and consignment request will be rejected for 3 months. (Note* Deposit of AED 5500 + Balance payment in post-dated cheque for SD501 SD501-PT or K8; Deposit of AED 7500 + Balance payment in post-dated cheque for Super 501; AED 3000 +Balance payment in post-dated cheque for JRIV or Anespa DX will be incurred for each machine taken once the Distributors have been blacklisted)
- Should the **Protective Seal** have been torn you are required to make full payment inclusive of 5% VAT as below:

| | |
|------------------|------------|
| SD501 | AED 15,698 |
| SD501-PT | AED 17,273 |
| K8 | AED 20,213 |
| JRIV | AED 11,550 |
| Anespa DX | AED 12,390 |
| Super 501 | AED 22,575 |

Shipping Charges & Seminar Room Booking

Shipping Charges within UAE (Delivery Within 1 ~ 2 Working Days)

- Shipping Charges below are only applicable for all the machines purchase **inside UAE**.

| <u>United Arab Emirates</u> | <u>ALL Units</u> | <u>For SUPER 501 ONLY</u> |
|--|------------------|---------------------------|
| All-Over UAE (Abu Dhabi Dubai Ajman Fujairah Ras Al-Khaimah Sharjah and Umm Al-Quwain) | AED 40.00 | AED 75.00 |

Shipping Charges out of UAE/ to GCC and MENA (Delivery Within 5 ~ 6 Working Days)

- Shipping Charges below are **ONLY** applicable for all the machines purchase **around GCC and MENA**.

| <u>COUNTRY</u> | <u>DHL</u> | <u>DHL: (FOR SUPER 501 ONLY)</u> |
|-----------------------------------|-------------------|----------------------------------|
| ALGERIA, DJIBOUTI, SUDAN, TUNISIA | AED 870 / USD 237 | AED 1420 / USD 387 |
| BAHRAIN, OMAN, KUWAIT, KSA, QATAR | AED 395/ USD 108 | AED 660 / USD 180 |
| EGYPT, JORDAN | AED 470 / USD 128 | AED 760 / USD 207 |
| IRAQ | AED 900 / USD 245 | AED 1180 / USD 320 |
| MAURITANIA SOMALIA | AED 975 / USD 265 | AED 1540 / USD 419 |
| TURKEY | AED 545 / USD 148 | AED 1020 / USD 278 |

Shipping Charges out of UAE/ to CIS Countries (Delivery Within 5 ~ 6 Working Days)

- Shipping Charges below are **ONLY** applicable for all the machines purchase **around CIS Countries**

| <u>Country</u> | <u>Super 501</u> | <u>K8</u> | <u>JRIV/ SD 501 & PT/ ANESPA</u> |
|---|------------------|------------|--------------------------------------|
| Armenia, Kazakhstan, Uzbekistan, Kyrgyzstan | USD 523.81 | USD 296.60 | USD 296.60 |
| Belarus | USD 394.56 | USD 187.76 | USD 187.76 |
| Tajikistan | USD 598.64 | USD 307.48 | USD 307.48 |

- Shipping fees can NOT be included with installment program. Kindly pay the shipping fees plus the machine price through bank transfer or online card payment link.
- All applications which are unclear and incomplete will be hold and machine will NOT be shipped out or hand-over to customer.
- For all applications which are self-sponsor (e.g.: Ms. "A" sends an application under sponsor "B" and thensponsor him/herself another 2 more applications) kindly submit to us complete

documentation which included copy of applicant's VALID Residence ID (BOTH sides with clearly image) bank details copy even if all applications are submitted on the same time. The company will NOT duplicate all the documents for the applicants on behalf. The company will hold the application until all documents are submitted.

- For all applications kindly make sure that all relevant sections in the **application form are properly filled-in**. All applications which are unclear and incomplete will be hold and machine will NOT be shipped out regardless of the method of payment.
- For Tokurei applications kindly stated in the mail saying that it is Tokurei Application. Please send in the Tokurei application together with the new application he/she bringing in.
- For all the shipping the company will only provide the Air way Bill Number (tracking number) to the applicant who applied from us.
- All catalogues that come together with newly purchase machine are subjected to availability. Request for additional catalogue will NOT be entertained.
- Distributors must submit all relevant Enagic application documents to Enagic Kangen Water Equipment L.L.C (Dubai). Upon the acknowledge by Enagic Kangen Water Equipment L.L.C (Dubai). The machine will only be shipped out after the payment is cleared and subject to stock availability.

Seminar Room Booking

For seminar room booking please kindly contact our Enagic Kangen Water Equipment L.L.C (Dubai) Customer Service Officer to get the booking room form. All reservation must be done bysubmitting an email one week before the seminar date. ***Seminar Room is available 7 days/ week***

Kindly contact our Customer Service Executive at Landline +97143955011 or WhatsApp +971547928425 or email us at:

cs1@enagic.ae cs2@enagic.ae cs3@enagic.ae cs4@enagic.ae

Miscellaneous

***Submission of application forms after 06:00 PM (UAE time) will be processed on the next working day.**

- You must be at least 18 years of age to register as Distributor.
- Enagic UAE does NOT sell/ provide any Pre-Filteration system to the customers. However, we strongly recommend to have the Pre-Filteration system set-up before using the Kangen machine to enjoy the best Kangen water quality. Please ask your referrer to advise you which Pre-Filteration system is the best for you based on your living area water conditions.
- Delay in picking up the machine/ products will cost you **AED 20.00** per day as storage fees.
- Machines may be upgraded but can **never be** downgraded.
- To do a name change you must send in the **Distributor Information Change Form** email or in hard copy. Name change can be applied to the immediate family members only. All distributors are NOT encouraged to change their details or any information frequently if it can NOT be avoided please give us a concrete reason but it is subjected to management's approval. The company's name can NOT be changed to other company's name. Processing fees for name change: individual to individual (AED 193); individual to company/ company to individual (**AED 193**). Change from company/ personal to personal please provide the following documents:
 - A. Present company's name
 - B. Present personal name
 - C. Change to new personal name and please prove that distributor is the owner/ person incharge of the company;
 - D. Birth Certificate or Marriage Certificate *if it is family members*
 - E. VALID Residence ID copy and bank information.
- In case of change from personal account to company account please provide the following documents:
 - A. Company VALID Trade License
 - B. Company Memorandum of Agreement
 - C. VALID ID proof of the manager who sign in the application on behalf of the company
 - D. Bank Details of the company
 - E. Alternate Payer Form if payment made by another person
 - F. VALID ID Proof of the Alternate Payer
- When an Independent Distributor moves to a new country out of UAE branch covered areas he should submit the **regional change form** and pay **USD 50.00** in addition relevant countries' taxes as a regional change fees for each 1 account. (*i.e. if you have 3 IDs you will pay **USD 150.00** regardless user/ distributor ID*)
- Please verify that all information on this request is correct. If you fail to legibly provide your information correctly this application will NOT be VALID.
- Any correspondences with Customer Service Executives should be sent to **ALL CS emails** **NOT** to only one or two of them.
- To change the personal information; email ID Contact Number and Address you are required to fill-in the **Personal Details Update Form** accordingly and submit to:
cs1@enagic.ae cs2@enagic.ae cs3@enagic.ae cs4@enagic.ae

Contacts & Operating Hours

OFFICE ADDRESS

Enagic Kangen Water Equipment L.L.C (Dubai) **License No. 784258**
Office No.105 Hassanacor Building Al Barsha First Dubai UAE. PO
BOX 282885

Contact Us on:

Tel: +971-4-395-5011
Fax: +971-4-395-5150
General Inquiry: +971-4-395-5011 / +971-54-792-8425

Customer Service:

cs1@enagic.ae cs2@enagic.ae cs3@enagic.ae cs4@enagic.ae

Commission:

accounts2@enagic.ae

Administration:

admin@enagic.ae

Applications Registration

goc.uae@enagic.com

Find Us On

 www.enagic.ae

Operating Hours

Please note that the office hours are as below:

- Monday ~ Friday: 10:00 am ~ 09:00 pm
- Saturdays: 11:00 am ~ 07:00 pm
- Sundays: 01:00 pm ~ 07:00 pm
(*ONLY FOR DEMOs/ meetings/ water collections, but NO services available*)

General Commission Information

- Please have all **names** and **distributor ID numbers** ready when calling **to make any inquiries**.
- Please wait **at least 10 business days** before calling to ask any missing commission.
- Overseas commissions (*Due commission for distributors out of UAE*) will be released once the accumulated amount reach more than **2000.00**.
- Overseas distributors bear the responsibility of **any bank charges** for overseas transactions.
- The entire commission enquiry will reply via E-mail only accounts2@enagic.ae
- Please allow up to 48 business hours (2 working days) for response.
- To avoid delays please ensure that all customer information/ documentations are submitted properly. Missing information will delay commission processing please include together:
 - A. **Completed Application Form**
 - B. Front and Back copy of VALID RESIDENCE ID (clear copy)
 - C. Bank details of the buyer.
- When your direct sale is within 90 days of your last direct sale you will receive a special bonus in addition to the basic commission. **This status is called “SP”.**
- If you have a direct sale within six (6) months since your last direct sale you are qualified to receive ONLY the regular/ basic commission 6A educational allowance and/ or incentive. **This status is called “D1”.**
- If you do NOT have a direct sale between six (6) months and two (2) years from your last direct sale you are qualified to receive fifty percent (50%) of 8-Point commission 6A educational allowance and/ or incentive. **This status is called “D0”.**
- If you do NOT have a direct sale in over two (2) years since your last direct sale you are NOT qualified to receive any commission 6A educational allowance and/ or incentive. **This status is called “FA0”.**
- Self-Purchase for the purpose of rank advancement/ high ranks requirements will **NOT** be accepted.
- Payment of commission 6A educational allowance and/or incentive will be made based on the distributor status as of the date such commission is processed.

Distributor Sales Status (SD 501 Example)

Amount in Dhs

| SP (Special Points) | A direct sale is made within 3 months since last one. | 945.00 |
|---------------------|---|--------|
| D1 (Normal Status) | A direct sale has NOT been made for over 3 months | 755.00 |
| D0 (Partial Status) | A direct sale has NOT been made for over 6 months | 377.50 |
| FA0 | No direct sale has been made for over 2 years | 00.00 |

Filter Commission

| FILTER TYPE | FILTER | | | |
|-----------------------------------|-----------|-----------|--------------------|-------------------|
| | HG FILTER | K8 FILTER | ANESPA DX EXTERNAL | ANESPA DX CERAMIC |
| UNIT PRICE (AED) INCLUSIVE 5% VAT | 399 | 441 | 473 | 987 |
| BASIC | 20 | 20 | 20 | 50 |
| **PROMOTION PRICE** | | | | |
| FILTER TYPE | HG FILTER | K8 FILTER | ANESPA DX EXTERNAL | ANESPA DX CERAMIC |
| UNIT PRICE (AED) INCLUSIVE 5% VAT | 342 | 384 | 399 | 893 |
| BASIC | 10 | 10 | 10 | 25 |

- Filter commission will be released once the accumulated amount reached more than **AED 700.00**.
- Filter commission will be counted **starting from the buyer ID** instead of the upline ID as the machines.
- Filter commission is based on your status. (SP/ D1/ D0/ FA0)
- **Promotion price** is available twice a year on **June and December**. You can also buy them by the original price even during the promotion price as well for the purpose of original commission.
- Make sure that your downlines fill-in the **filter application form** properly for safe commission flow.

Commission Chart for Full Payment

| SINGLE PAYMENT | | | | | | |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| MODEL | SD 501 | JR IV | SD501 PT | K8 | SUPER 501 | ANESPA DX |
| UNIT PRICE (AED) <i>INCLUSIVE 5% VAT</i> | 15,698 | 11,550 | 17,273 | 20,213 | 22,575 | 12,390 |
| SINGLE PAYMENT - CASH/REMMITANCE/CHEQUE/CREDIT CARD | | | | | | |
| SP + BASIC | 945 | 600 | 945 | 1250 | 1325 | 530 |
| BASIC | 755 | 500 | 755 | 990 | 1085 | 440 |

| TOKUREI (GOOD SAMARITAN) – (SINGLE PAYMENT) | | | | | | |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| MODEL | SD 501 | JR IV | SD501 PT | K8 | SUPER 501 | ANESPA DX |
| UNIT PRICE (AED) <i>INCLUSIVE 5% VAT</i> | 15,698 | 11,550 | 17,273 | 20,213 | 22,575 | 12,390 |
| TOKUREI | | | | | | |
| BASIC | 755 | 500 | 755 | 990 | 1085 | 440 |
| ENAGIC HOLD | 329 | 400 | 329 | 329 | 658 | 329 |
| COMMISSION PAID | 426 | 100 | 426 | 661 | 427 | 111 |

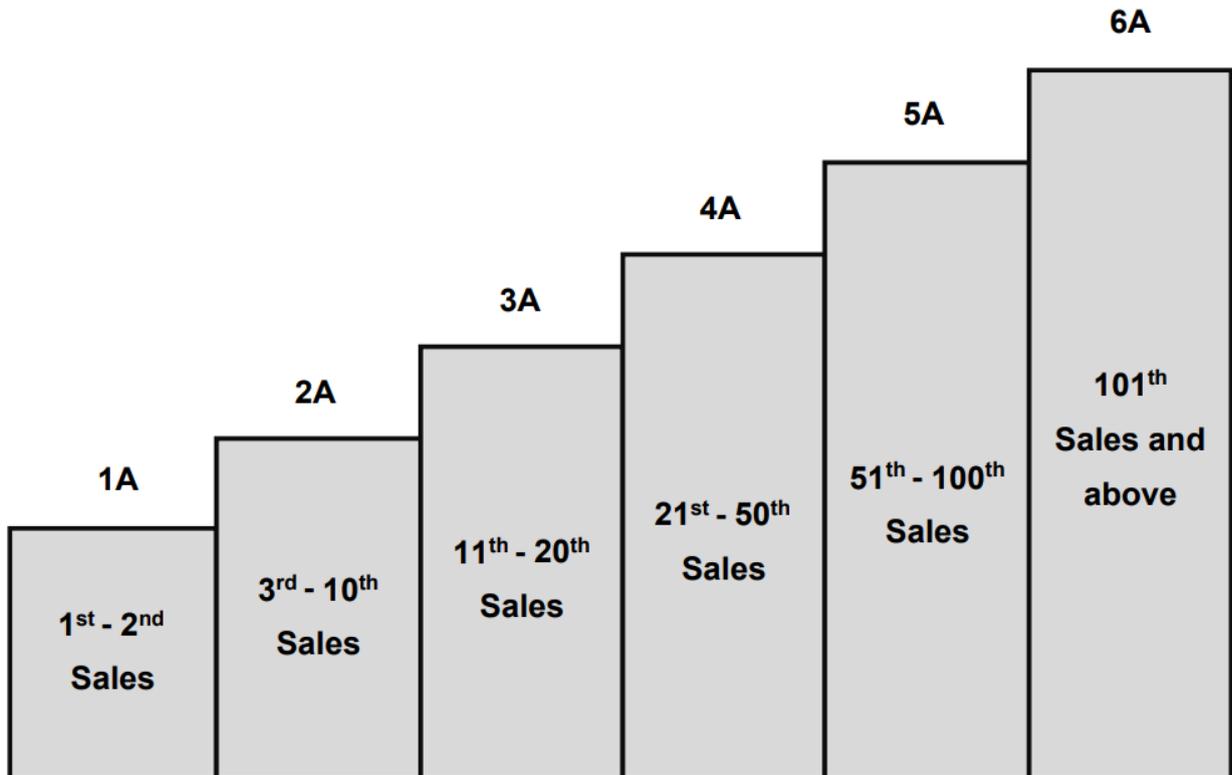
| CREDIT CARD INSTALLMENT PLAN – EIB/ DIB/ ADIB | | | | | | |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| MODEL | SD 501 | JR IV | SD501 PT | K8 | SUPER 501 | ANESPA DX |
| UNIT PRICE (AED) <i>Inclusive 5% VAT</i> | 15,698 | 11,550 | 17,273 | 20,213 | 22,575 | 12,390 |
| 6 MONTHS - DIB, ADIB | | | | | | |
| SP + BASIC | 916 | 582 | 916 | 1212 | 1285 | 514 |
| BASIC | 726 | 482 | 726 | 952 | 1045 | 424 |
| 12 MONTHS - EIB, DIB, ADIB | | | | | | |
| SP + BASIC | 897 | 570 | 897 | 1187 | 1258 | 503 |
| BASIC | 707 | 470 | 707 | 927 | 1018 | 413 |
| 24 MONTHS - Emirates Islamic Bank ONLY | | | | | | |
| SP + BASIC | 869 | 552 | 869 | 1150 | 1219 | 487 |
| BASIC | 679 | 452 | 679 | 890 | 979 | 397 |

| CREDIT CARD INSTALLMENT PLAN – ENBD/ ADCB | | | | | | |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| MODEL | SD 501 | JR IV | SD501 PT | K8 | SUPER 501 | ANESPA DX |
| UNIT PRICE (AED) <i>INCLUSIVE 5% VAT</i> | 15,698 | 11,550 | 17,273 | 20,213 | 22,575 | 12,390 |
| 6 MONTHS - EMIRATES NBD / RAKBANK / ADCB | | | | | | |
| SP + BASIC | 893 | 567 | 893 | 1181 | 1252 | 500 |
| BASIC | 703 | 467 | 703 | 921 | 1012 | 410 |
| 12 MONTHS - EMIRATES NBD / RAKBANK / ADCB | | | | | | |
| SP + BASIC | 841 | 534 | 841 | 1112 | 1179 | 471 |
| BASIC | 651 | 434 | 651 | 852 | 939 | 381 |

Basic 8-Point Commission Structure

This structure applies to all Enagic products although the commission point value may vary for each product. The basic 8-point commission structure is the foundation from which each Distributor begins with Enagic product sales.

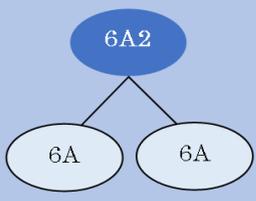
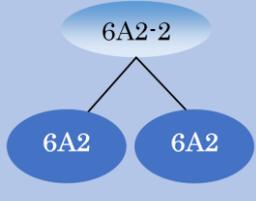
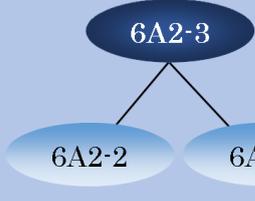
There are 6 ranks (1A up to 6A) and each rank has eight (8) levels.



Advancement of Rank

Rank advancement is based on a combination of direct and group sales and is NOT limited to one (1) rank at a time. An advancement in rank is always initiated by a direct sale but a Distributor will advance to whichever rank he is qualified for based on total accumulated sales volume. Once a rank is achieved it will be maintained until the next rank is attained. There will be no need for a Distributor to start over and Distributors ranked 2A and higher can have an unlimited number of direct sales.

6A Bonuses

| | 6A | 6A2 | 6A2-2 | 6A2-3 |
|-----------------------------------|--|--|---|---|
| Requirements | <p>1. 100 sales within 8 points + 1 direct sale * Excluding cancellation * Max. 5 Tokurei only * 3 Ukon DD= 1 sale</p> <p>2. Total sales value must exceed USD 300000.00 * Cancellations & Tokurei do NOT count</p> <p>3. Ukon DD & E8PA card cannot make the first 6A line</p> |  <p>- 1 Machine within 8 points each month - 3 Ukon DD = 1 sale</p> |  <p>- 2 Machines within 8 points each month - 3 Ukon DD = 1 sale</p> |  <p>- 3 Ukon DD = 1 sale</p> |
| One-time Bonuses * T & C apply | <p>Title Incentive</p> <p>*AED 11,000.00</p> | <p>Title Incentive</p> <p>*AED 22,000.00</p> | <p>Title Incentive</p> <p>*AED 44,000.00</p> | <p>Title Incentive</p> <p>*AED 88,000.00</p> |
| | <p>Step Up Bonus</p> <p>*Received by the closest 6A upline for 6 months along</p> | <p>Step Up Bonus *Received by you (The closest 6A upline) for one time ONLY.</p> | | |
| | <p>New 6A Group Bonus</p> <p>*For the first 6 months only *Tokurei and sales below your 6A ID will NOT be counted</p> | | | |
| Monthly Bonus * T & C apply | <p>6A Educational Allowance</p> <p>* For every beyond 8 pts sale up to 3 generation closest 6As only</p> | <p>6A Educational Allowance</p> <p>* For every beyond 8 pts sale receive by 3 generation closest 6As only</p> | <p>6A2-2 Monthly Bonus</p> <p>1. 6A Eight Level Volume AED 83.00 /sale</p> <p>2. Open Group Sales Volume AED 150.00 / sale</p> <p>(Additional AED 112.00/ sale will be award if you have min. of 10 sales)</p> | <p>6A2-3 Monthly Bonus</p> <p>1. Rank Incentive 6A2-3: USD 5K; 6A2-4: USD 10K; 6A2-5: USD 15K</p> <p>2. Line Bonus * Paid only if you have 6A2-3 & above distributor in your group</p> <p>3. Global Sales Incentive</p> <p>4. Group Sales Incentive</p> <p>5. Evaluations * Based on comparing sales % with last month & last year; No. of 8pts sales /direct sale/group sales; E-payment collection rate; Engagic dedication.</p> |
| | <p>6A Educational Allowance</p> | <p>6A2 Monthly Bonus</p> <p>1. 6A Eight Level Volume AED 75.00 /sale</p> <p>2. Open Group Sales Volume AED 150.00 /sale</p> <p>(Additional AED 112.00/ sale will be award if you have min. of 10 sales)</p> | | |
| Quarterly Bonus * T & C apply | N/A | <p>Quarterly Bonus for 6A2 & 6A2-2</p> <p>1. 6A Eight Level Sales AED 53.00/ sale (for both of 6A2 & 6A2-2)</p> <p>2. Title Bonus (Fixed Amount) 6A2: AED 3700.00 6A2-2: AED 7400.00</p> <p>3. Line Bonus (For 6A3 and above) AED 1850.00 per each 6A in your group over 6A3</p> | | <p>6A2-3 Quarterly Bonus</p> <p>1. Own Group Bonus</p> <p>2. Line Bonus * Paid to one 6A with the highest rank for every 6A line</p> <p>3. Global Volume Bonus.</p> |

For any questions regarding the 8-Point System Team Structure Educational Allowance Incentives Bonuses ... etc please contact your upline/ 6A leader attend a compensation seminar before contacting the company.

Machine Repair Instructions

It is VERY IMPORTANT to follow the procedures below to avoid delays in the release of repaired Machine(s). Please note that the Company does NOT perform any repair services outside its office.

Procedures:

1. Fill-in the Machine Repair Request Form on the customer instruction (please print clearly) and return it with the machine. Please make sure that you are specific on the problem of the machine. The technician department will only go by what is written in this repair request form.
2. **REMOVE** the enhancer tank diverter and adapter. (Enagic will NOT be responsible and will NOT replace these items. Enhancer damage occurs in the machine when you leave the electrolysis enhancer fluids inside the tank inside the machine and move the machine around or travel with it. If mishandled the fluids will leak inside the machine and cause damage to the inside. This is NOT covered under warranty.
3. Please give the technician approximately 3 ~ 5 business days to work on your machine. You are more than welcomed to call the company to check on the status of your machine.

Note: if the technicians check your machine and they determined 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.

| Machine | Deep Cleaning | Shipping machine for repair | Shipping the loaner |
|-----------------------------------|---------------|--|--|
| SD 501 SD 501-PT JRIV K8 | AED 126.00 | Shipping cost to Enagic office shall be paid by customers. Return of machine will be borne by Enagic only if within warranty (only for overseas). Shipping fees to be paid both by customer if out of warranty. | Shipping cost to Enagic office shall be paid by customers. |
| Super 501 | AED 158.00 | Shipping cost to Enagic office shall be paid by customers. Return of machine will be borne by Enagic only if within warranty (only for overseas). Shipping fees to be paid both by customer if out of warranty. | N/A |

- **Shipping machine for deep cleaning:** Shipping cost shall be paid by customers.
- **Shipping machine for repair:** Shipping cost to Enagic office shall be paid by customers. Return of machine will be bear by Enagic if within warranty (only for overseas). Shipping fee to be paidboth by customer if out of warranty.
- **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 kindly contact the office +971-4-395-5011.
- **LeveLuk R machine is a phased-out model but technical support is still being offered.**

Consumer Limited Warranty

- Enagic warrants to the original purchaser that the Leveluk brand product shall be free from defective workmanship and materials and agrees that it shall at its option either repair or replace the defective product or part at no charge to the original purchaser within the period provided below.
- This warranty shall NOT apply to the following:
 1. Additional items bought such as: flexible pipe hoses accessories and printed materials
 2. Deep cleanings
 3. When there is an electrolysis enhancer damage improper voltage misuse and abuse of unit Machine alteration damage caused by natural disasters and shipping/courier mishandling of products sent to Enagic for any service other than repair(s).
 4. Exterior of the unit if such has been damaged or defaced due to improper voltage misuse abnormal service or has been altered or modified in design or construction
 5. Tampered Machines
- The limited warranty described herein shall be in addition to the implied warranties granted by law. All implied warranties including the warranties of merchantability and fitness for use shall be limited to three (3) years from the date of purchase with respect to parts and labor. However, the warranty shall be respected only if the electrolysis chamber is kept clean with an E-Cleaner. As a prerequisite for availing the warranty the E-Cleaner must be applied once every two (2) weeks and such can be purchased separately as an optional maintenance kit.
- In order to enforce the rights under this limited warranty the purchaser must read/ understand and follow the Machine's Operating Manual procedures set forth herein and must provide the proof of purchase to the Company.
- Neither the sales personnel of Enagic nor any other person is authorized to make any warranties or to extend the duration of the warranties beyond the period described herein on behalf of Enagic.
- In no event will Enagic be liable or in any way be responsible for any damage or defect in the product which were caused by repairs performed by anyone other than an authorized service representative.
- Any damage incurred outside of the country of purchase including but NOT limited to damage caused by incorrect wattage incorrect voltage and unsuitable/unsafe water source is NOT covered by this limited warranty. The use of 3rd party filter or using the power supply instead will also void warranty.
- This warranty is non-transferable unless a written permission has been provided by Enagic for the transfer.
- Be sure to have the model and serial number available when you seek service for your product.
- You will be charged with the regular price for the repair of the Machine if it is out of warranty at the time of its arrival in the Enagic office.

Water Related Questions



Enagic

Water Related Questions

1. Will the state of the water change when heated or refrigerated?

The state of the water does change when the water is heated or chilled. When heated the ORP and pH changes. When chilled the ORP will change but the pH will remain the same for up to a week based on the quality of water.

2. Why does Kangen Water® sometimes have an odor?

Unpurified water has minerals in it¹. LeveLuk is designed to handle a standard amount of minerals. When the amount of minerals or free carbon dioxide² is greater than usual the minerals occasionally react with the anti-bacterial feature³ of the water supply hose giving off a smell.

We have prepared a water supply hose for such cases. When running water through the appliance for the first time please set it on purified water and let it run for two to three minutes longer than usual.

¹Minerals

Ca (calcium) Mg (Magnesium) Na (Sodium) Ka (Potassium) and other nutrients found in food and water. Minerals found in water are said to be especially good for the health in optimum amounts.

²Free carbon dioxide

Carbon Dioxide found in water. Some people prefer the taste of water with carbon dioxide which tends to have lower pH levels. Water with less carbon dioxide is said to be better for the health.

Japanese sake tastes better when there is a moderate amount of carbon dioxide in it.

³Anti-Bacterial feature

Appliances such as the LeveLuk that produce something for human consumption are given anti-bacterial treatment. These appliances often comprise many different parts and it is especially important that the parts where water passes through are NOT contaminated.

3. What about differences in quality of raw water?

The type of original tap water used affects the quality of Kangen Water® and acidic water produced by electrolysis. Although water produced with municipal city water is NOT affected the efficiency of electrolysis drops when well water is used since it tends to hold a lot of free carbon dioxide¹ as well as in cases where water comprising only a small amount of electrolytic minerals is used. Conversely in cases where the water has excess minerals the taste may be affected or Kangen Water® produced may be too high in pH level. Since the water pressure of the faucet affects the production of water it is important to confirm that genuine Kangen Water® is being produced by regularly checking that it is set at the correct pH level and checking the bubbles. In order to take into account the differences in the quality of the original tap water please run a check on a daily basis.

¹Free Carbon Dioxide

Carbon Dioxide found in water. Some people prefer the taste of water with carbon dioxide which tends to have lower pH levels. Water with less carbon dioxide is said to be better for the health. Japanese sake tastes better when there is a moderate amount of carbon dioxide in it.

4. What are the benefits of consuming Kangen Water[®]?

The benefits of consuming Kangen Water[®] are the minerals it contains and the optimal hydration it offers.

5. What is Mengen Effect of consuming Kangen Water[®]?

Depending on how it is consumed and on the individual's physical state it is possible (although uncommon) to experience constipation or diarrhea a few days to a few weeks after first starting to drink it. In herbal terms this is known as the Mengen effect¹. The two conditions are particularly similar in that both cases the remedy is so effective that it has a negative effect. If this occurs the amount of intake should be reduced to half or a fourth of the previous amount until symptoms clear. Once symptoms have subsided it is okay to resume intake. However, increasing the amount of intake will NOT alleviate the symptoms. Since halting intake completely may also affect the body it is best to continue intake but in lesser amounts. If there are no signs of improvement please consult a doctor or pharmacist.

¹Mengen effect

Your body may start hurting several hours or a day after you receive chiropractic. The technical term for this is the Mengen effect. It is a natural physical response where the body tries to go back to normal after muscles and bones have been adjusted.

6. What is beauty water (acidic water) and Strong Acidic Water?

Acidic water has a pH of around 5.5 ~ 6.5 and strong acidic water² has a pH of lower than 2.7. The Japanese Ministry of Health Labor and Welfare has certified acidic water as an astringent¹. Strong Acidic Water has excellent cleaning characteristics and can be used to clean household surfaces and to remove pesticides dirt and other impurities from food.

¹Astringent

Acidic water works as an astringent for toning your skin. 'Astringent water' refers to acidic beauty water.

²Strong Acidic Water

Water with a pH value of 2.5 ~ 2.7 which has the ability to sanitize and disinfect clean surfaces as well as hands without any chemicals that affect the skin. It has also been officially approved by Dubai Government Municipality as disinfection and sterilization water that kills germs and bacteria within 1 ~ 5 minutes.

7. How do I use Kangen Water® for beauty care?

Because winter air is extremely cold and dry skin care is especially important during this time.

Without taking care of your skin properly you will suffer from dry and rough skin. Bodily fluids play an important role in maintaining your body temperature and the health of your skin. Drinking alkaline Kangen Water® can help maintain glowing smooth skin. Since it is important to maintain your skin's pH level between 5.0 and 6.0 we recommend spraying acidic water¹ on your skin at regular intervals throughout the day. During the winter bathing in acidic water can help preserve the moisture of your skin. We also recommend that you eat foods and fruits that include high levels of vitamin C A and E. Treating your skin with beauty water will let you enjoy life even more by giving you smooth and youthful skin.

¹Acidic water

Acidic ionized water produced by electrolysis with a pH between 4.0 and 6.5. Its astringent effect is certified by the Japanese Ministry of Health Labor and Welfare. Excellent for skin care.

8. What is the proper method of Strong Kangen Water/Strong Acidic Water and how long do they last?

Among the five types of water produced by LeveLuk the two types for drinking (purified water/Kangen Water®) must be used fresh. Please keep these two types of water in the refrigerator for no more than 4-5 days and replace the water in your take-out bottle everyday. For water used for domestic purposes including Acidic Water Strong Acidic Water and Strong Kangen Water less care is required but we recommend changing your supply once a week. To store please place the water in a lightproof container¹ fill it to the very top to avoid unnecessary contact with air and store it in a cool dark place (the refrigerator is ideal).

¹Lightproof container

Container that keeps light out.

9. What is the proper amount/method of drinking Kangen Water®?

There are no set rules regarding how to drink Kangen Water® or how much to consume.

10. How do we begin drinking Kangen Water®?

It is most common to begin by setting a low pH¹ level (between pH 8 and pH 9.0) and gradually increasing the amount of intake. After continuing regular intake for about two weeks gradually adjust the pH level and amount of intake (between pH 9.0-pH 9.5) based on your bodily needs and physical condition. The Kangen Water® should be as fresh as possible.

For children or seniors set the pH level at an even lower level upon starting and gradually increase it as the body adjusts to the current pH level.

In the case of infants (until about a year old) since breast milk or milk is the only thing they consume the intestinal movement is generally different from adults and the use of Kangen Water® is NOT encouraged until the infant begins to consume more sophisticated foods. In any case Kangen Water®

should NOT be used to make powdered milk for infants.

¹pH

The logarithm of the reciprocal of hydrogen-ion concentration in gram atoms per liter. It is used as a measure of the acidity or alkalinity of a solution on a scale of 0-14 (where 7 is neutral).

Machine Related Questions

1. Why is the appliance leaking?

It is most likely that the ring (stopper) on the cartridge came off during transportation or that you have forgotten to take off the O-ring¹ when replacing the cartridge. It is highly unlikely that the leaking has been caused by a mechanical fault in the appliance.

¹O-ring

Small round rubber gasket that prevents leakage when connecting the various pipes to the appliance.

2. How do I use the spout stand?

Two types of water run through the LeveLuk machine and Kangen Water[®] will be produced only when the two runs at a fixed ratio. If the discharge hose is bent or the stand is positioned higher than the bottom tip of the flexible pipe acidic water can NOT be produced properly. In turn stretching the hose below the sink to collect water in a separate container will result in loss of Kangen Water[®]. In this case please do NOT pull the spout stand to the bottom but prepare a separate hose to collect water in the container. Please make it a daily habit to check the water using the pH testing solution and hydrogen bubbles.

3. How do you use the reset switch?

There is a square switch situated under the black cover on the front-left of the appliance. Please make sure to push this button (it should make a beeping sound) when you first set up the LeveLuk or when replacing the filter. This allows for the correct display on the monitor (liquid crystal display) of all the information stored in the LeveLuk microcomputer. This reset button must be pushed in order for information to be displayed on the LCD screen. It notifies the user when there is too much or too little water sets off an alarm when heated water passes through by mistake and informs you to monitor the water flow. By using the reset switch correctly on the LeveLuk you insure the delivery of safe and healthy water.

4. How many years does the electrolysis cell remain effective?

The electrode plate in LeveLuk's electrolysis cell is thicker and larger than other companies' products. The appliance is designed this way in order to increase electrolysis capacity and durability. Another important reason is to guarantee the production of maximum volumes of water. The electrode plates are made of the very highest-quality titanium plated with platinum. Needless to say due to this choice of materials the electrode plates are completely rustproof. The electrolysis cell is to a water production appliance what the engine generator is to a car. We can recommend our products with the utmost confidence because we use only the best materials. Our electrolysis cell and control (PCB)¹

secure a high ORP² and produces safe healthy and delicious water. The automatic cleaning mechanism ensures that the electrolysis cell is always clean and it should last 15 years.

¹Control PCB (Print Circuit Board)

A board comprising print circuits that manage various data related to the appliance. Hi-tech components/condenser also built in.

²ORP (Oxidation Reduction Potential)

Electrical potential needed to reduce or slow down rusting and decay (oxidization). This process is also known as deoxidization. ORP is measured in terms of negative mVs. The ideal ORP level for the human body is said to be between -150mV and -400mV .

5. What should I do when I notice a built-up of clusters in my water?

Small amounts of minerals are found in unpurified water (tap water/sewage water). During electrolysis minerals become concentrated on the minus side of the electrolysis circuit causing clusters to attach to the electrode plate. LeveLuk can remove the clusters by reversing the voltage but sometimes these clusters fall off naturally. When you pour this water into a stainless container or glass the clusters stick to the bottom and sides. It is difficult to remove these clusters by scraping with metallic objects etc. Instead please pour vinegar into the container and leave it for 12 to 15 hours. You could substitute citric acid¹ for vinegar if you like. These clusters are NOT harmful even if consumed so please do NOT worry.

Furthermore if you set the machine on beauty water (acidic water) and let the water run for two to three minutes you can decrease the amount of minerals significantly. Please clean containers that you put Kangen Water® in at least once every three months by the above-mentioned method.

¹Citric acid

Citric acid is extracted from apples. It has the ability to dissolve clusters of minerals such as Ca and Mg. An ideal and safe way of cleaning water production appliances is to circulate citric acid through the appliance.

6. How is the machine cleaned?

LeveLuk has an automatic cleaning system. The amount of minerals in the supply water such as Ca and Mg can vary greatly and mineral¹ clusters inevitably stick to the electrode plates. They can be broken off However, easily by reversing the electric current (switching the +-polarity). Mineral clusters attached to the electrode plate decrease the electrolysis capacity of the appliance resulting in a failure to produce primary Kangen Water®. The amount of minerals attached to the electrolysis cell varies according to the quantity of minerals in the tap water.

LeveLuk's automatic cleaning mechanism is activated for 20 seconds when continual electrolysis reaches 15 minutes. When using LeveLuk in areas where the water has a high mineral content change the setting to "beauty water" (2nd from bottom) and turn on the tap slightly so the water is running gently. This will reverse the electric current and remove the crystals in the electrolysis cell after 2-3

minutes. Changing the setting to "beauty water" once a day for 30 seconds is another way to clean the electrolysis cell. The cleaning function is necessary to maximize the life span of the electrolysis cell.

¹Minerals

Ca (calcium) Mg (Magnesium) Na (Sodium) Ka (Potassium) and other nutrients found in food and water. Minerals found in water are said to be especially good for the health in optimum amounts.

7. The upper flexible pipe leaks acidic water when set on beauty care water. How can I stop the leaking?

Before pouring water through the flexible pipe you need to take off the scales¹ (mineral clusters) stuck to the electrode plate² by reversing the voltage³ that is changing the plus and minus of the electric current. This is necessary for producing proper acidic water. By removing the scales and running acidic water through the flexible pipes even when you are NOT using acidic water you can keep the electrode plate clean and increase its durability. Moreover using the upper flexible pipe makes the appliance easier to use especially when washing your face or pouring water into a plastic bottle.

¹Scales

Ca Mg Na Ka and other mineral clusters are produced when water is electrolyzed. These clusters are called scales and are NOT harmful even if consumed.

²Electrode plate

A metal board that conducts electricity during electrolysis. It is made of titanium and plated in platinum. It has superb electrolysis capacity and high durability.

³Reversing the voltage

In order to electrolyze water the plus and minus of the direct currents must be clear. When mineral clusters get attached to the electrode plate there is a need to reverse the plus and minus of the current to remove the clusters. This basically sets the appliance on a cleaning function similar to when it is placed on the "beauty water" setting.

8. What if there's no cartridge replacement notice even after a year?

The display screen on the LeveLuk will notify you when the total volume of water produced reaches 1500 gallons. The microcomputer controls this notification mechanism please make sure to press the reset switch to activate the microcomputer when you put in a new filter. The reset switch is located on the top right of the cartridge section (inside the black cover on the left). Please press it until it beeps. The microcomputer controls other information for the LeveLuk as well which is why it is critical to remember to press the reset button.

9. What optional purification parts are available for the LeveLuk?

We provide a variety of optional accessories to maximize the benefits of LeveLuk DX.

- **Hoses for supplying and discharging water**

Although any length of your choice is available (in 40-inch units) shorter hoses are easier to use for this purpose. The hose offered by our company has special anti-bacterial¹ properties that distinguish them from general products.

- **Pre-filter**

Useful in the removal of foreign substances such as iron rust dirt and sand especially when the original water supply is from a well. It can also clear lime and helps protect the appliance.

¹Anti-bacterial coating

All the parts in the LeveLuk but especially those that come in contact with the water in the process of filtering have had anti-bacterial treatment to avoid any kind of contamination.

10. What is the difference between LeveLuk's electrolysis cell and those of other companies?

Electrolysis of water requires high quality electrolysis plates and the size thickness and number of the plates becomes crucial in maintaining durability. The "double cross line" method¹ used by other companies has the appliance's overall durability in mind. In these appliances two small electrolysis cells are used in turn to provide resting time but this limits the volume of water than can be produced at one time. LeveLuk on the other hand has five or seven electrolysis plates the largest number in the industry and while maintaining durability via their large surface area and thickness they allow the appliance to produce large volumes of water (maximum Kangen Water[®]: 0.8-2.0 gallons/minute). Every function such as supplying voltage according to switching of the pH setting and producing highly acidic water in the same electrolysis cell is carefully monitored by the microcomputer. It ensures that the appliance can be used safely for a long period of time. We recommend that you produce "beauty water" once a day for at least three minutes to improve the appliance's durability.

¹Double cross line method

Also referred to as the auto cross changer method. An electrolysis system where the appliance is equipped with two small electrolysis cells in order to enhance durability by alternating the cells with each water flow.

11. How does the automatic draining system work?

LeveLuk is equipped with an automatic water-draining system that prevents contamination and proliferation of germs in residue water. The automatic water draining system is activated once the water stops. It takes approximately 30 seconds for all water in the electrolysis cell water purification cartridge and all channels to be drained through the hose (grey). Please note that the automatic water draining system is activated when the water level drops and positioning the spout higher than the base of the appliance for any reason (pooling of acidic water in the tank hanging the hose from a rack because of its length) may result in a failure to discharge residue water. Leaving water behind may

cause problems with taste and smell. Please be sure to have the spout hose lower than the appliance before turning the tap off.

12. The flexible pipe is NOT allowing for the smooth flow of water. What should I do?

When the original tap water supply is high in minerals (*most often seen with well water*) a large number of crystals are formed in the electrolysis cell. If this progresses chunks of crystals can become stuck in the net before the flexible pipe obstructing the water outflow. In order to remove this clog poke the area with a piece of wire and blow air into the LeveLuk from the spout. Please remove the flexible pipe from LeveLuk when cleaning in this manner.

13. What is special about LeveLuk's strong acidic water production system?

Traditionally strong acidic water could only be produced with large devices for institutional use (at the time strong acidic water was called hyper acidic water). We thought that it would be highly beneficial for people's hygiene if they could produce and use strong acidic water in their homes. The LeveLuk makes it possible to produce fairly large quantities of strong acidic water and strong Kangen Water® at home.

Misc Questions

1. What is the oxidation-reduction potential (ORP)?

The oxidation reduction potential¹ is the electrical potential needed to reduce or slow down oxidation such as rusting. Kangen Water® must have a negative ORP in order to be considered good especially for drinking.

ORP is the strength to bond with active oxygen² reducing power and can be measured through electronic designs in the hardware. Although a negative value is desirable for deoxidization power the actual value varies from region to region. For example in Osaka city tap water records an ORP of +580 ~ -600mV but after using LeveLuk the ORP becomes pH 9.5 and records the ideal from -150mV to -400mV. When the original water supply's ORP increases the ORP of Kangen Water® moves in direct proportion. On the Japanese archipelago LeveLuk is capable of producing water with negative levels of ORP at pH 9.5 even where original water supply marks the highest positive levels of ORP.

¹Oxidation-reduction potential (ORP)

Electrical potential needed to reduce or slow down rusting and decay (oxidization). This process is also known as deoxidization. ODR is measures in terms of negative mVs. The ideal ODR level for the human body is said to be between -150mV and -400mV.

²Active oxygen

Also known as free radicals. Medically it is known to enter the body when one's daily rhythm of life or diet goes astray when under stress. It is the type of oxygen that causes illness and aging.

Maintaining a daily rhythm will help keep this oxygen from entering your body!

2. What is "Calcium Addition"?

In ancient times the Japanese archipelago was connected to what is now China but over the years it broke off and drifted toward the Pacific Ocean. Japan's soil was acidic back then and since there are many volcanoes along the Sea of Japan the soil has remained acidic and has NOT become neutral or alkaline. As a result the water in areas toward the Sea of Japan is more acidic than in areas closer to the Pacific Ocean. Although acidic water which has an astringent effect¹ is good for the skin if used for everyday chores and facial treatment it is NOT suitable for drinking. Even when this water is electrolyzed it does NOT produce water with standard pH levels. This water is much better for consumption than unpurified water. The ORP measuring device is the best way to see this for yourself in which case there is a need to add calcium glycerophosphate² to the water. By doing so pH levels can be increased in intervals of 0.5. We recommend that people living in regions on the side of the Sea of Japan add calcium to their water.

¹Astringent effect

Acidic water contains a small amount of chlorine ions and has an astringent effect. This water is good for toning your skin.

²Calcium glycerophosphate (Calcium powder)

If the pH level does NOT increase even after electrolyzing water (especially when using well water or tap water in areas toward the Sea of Japan) adding calcium powder will increase the pH level.

3. Why doesn't Kangen Water[®] turn the pH testing solution blue (purple)?

Kangen Water[®] produces a yellow/green color (neutral reading) in pH testing solutions even if it is made on the setting for pH 9.5. This phenomenon is often observed in areas where well water is used. Even water that tests neutral has been through the electrolytic process and has the benefits. This is caused by the carbon dioxide in well water which is produced from decomposing organic matter. Carbon dioxide readily dissolves in water making it acidic. Water with carbon dioxide can be electrolyzed. However, the carbon dioxide is neutralized during the process. Therefore the water tests neutral on the pH scale. Driving out the carbon dioxide from Kangen Water[®] will result in the Kangen Water[®] expressing blue in pH test liquid.

When measuring the pH using a pH testing solution place a few drops in the flask before pouring in freshly made Kangen Water[®]. There is carbon dioxide in your Kangen Water[®] if the color turns blue initially but eventually turns yellow.

4. Some white bits are floating in the Kangen Water[®]. What are they?

Your original tap water supply always contains some minerals. Especially on the Pacific side of Japan including Okinawa the land is more alkaline and minerals crystallize readily onto the electrolysis plates and some break off into the water. Although they look like foreign substances there is no harm in drinking these mineral clusters. In order to prevent the mineral clusters from falling into the water we recommend changing the setting to "acidic water mode" (run reverse voltage) and increase the pressure and quantity of water once or twice a day for 3-4 minutes to clean out the appliance. Because of the caustic lime¹ situation in Okinawa we recommend people living in this area to use the pre-filter² (sold separately).

Depending on the situation it may be appropriate to use both of filters together. When mineral clusters stick to aluminum or anodized aluminum³ it turns brown and becomes difficult to take off. Please refrain from using aluminum or anodized aluminum pans and pots as much as possible.

¹Caustic lime

Okinawa is said to exist on top of coral. As a result the water in Okinawa has a high mineral content.

²Pre-filter

A filter used in situations where the original water supply contains a high percentage of well water or chemical substance. The transparent filter makes it easy to tell when the cartridge needs changing.

³Anodized aluminum

An aluminum alloy often used In-House hold pots.

5. What is the relationship between the oxidation-reduction potential (ORP) and pH?

The oxidization reduction potential is the electrical potential needed to reduce or slow down rusting and decay (oxidization.) The ORP¹ also represents the reduction capacity to attract active oxygen. The optimum levels for the human body are between $-150 \sim -400\text{mV}$. The ORP is also closely related to pH levels. When the pH increases the ORP also increases. It is also possible to increase ORP through electrolysis. The value depends greatly on the original water supply. An ideal ORP may NOT be achieved if the original water has a pH lower than 7.0. Please make sure to examine the properties of your original water for failure to do so may lead to inexplicable errors.

¹ORP (Oxidation-Reduction Potential)

Electrical potential needed to reduce or slow down rusting and decay (oxidization). This process is also known as deoxidization. ODR is measures in terms of negative mVs. The ideal ODR level for the human body is said to be between -150mV and -400mV .

6. What is the white foginess in Kangen Water[®]?

The white foginess apparent in Kangen Water[®] is simply a result of hydrogen gas being released through electrolysis and does NOT pose a problem. If you rest the glass for a while the white foginess should disappear.

Research focused on dissolved hydrogen released through electrolysis of water was presented at The Japan Functional Water Association Meeting¹ in late December of 2002. It reported that Kangen Water[®] is effective in controlling the oxidation of lipids in the body. It also reported that dissolved hydrogen² present in the colloidal³ state has a higher activity level than active hydrogen⁴ produced at the instance of reaction. Based on this report the need for broader data collection and further scientific analysis was recognized.

¹The Japan Functional Water Association Meeting

The Japan Functional Water Association Workshop was established on September 13 2002. In December of the same year the first Japan Functional Water Association Academic Convention was held in Tokyo.

²Dissolved hydrogen

Most commonly measured using a diaphragm polarograph -type dissolved hydrogen electrode. The solubility of dissolved hydrogen is about 1.5mg/L .

³Colloidal

Low molecular weight (colloidal) particles dispersed in liquid. Each particle is between 1m and 0.1 . The majority of substances that make up organisms are colloidal and have complex movements.

⁴Active hydrogen

Professor Sanetaka SHIRAHATA of Kyushu University announced the "active hydrogen deoxidized water theory" on removing the active hydrogen in Kangen water. Related academic circles are debating whether or NOT active hydrogen exists in a stable state given that it is an unstable free radical.

7. Can LeveLuk be used overseas?

LeveLuk is made to be used in USA. When using LeveLuk in other countries it must be adjusted to the particular voltage (110V-240V) and water quality of the country. Since there are few countries where you can drink tap water straight from the tap and many countries where the water has extremely high calcium content we recommend selecting a filter that suits the country. Many laws must be taken into consideration for exporting goods but individual use overseas is NOT a problem.

8. Are there any cautions regarding the use of LeveLuk in cold regions?

LeveLuk is designed for use anywhere but cold districts especially must be aware how to freeze-proof the device during the winter. When you turn off the water the LeveLuk activates the automatic water draining system and drains the remaining water through the gray hose thereby ensuring that no water is left in the appliance. Although there have NOT yet been any reports of accidents or breakdowns caused by freezing if acidic water is left in the tank intentionally by lifting the hose or if the hose is positioned higher than the bottom of the LeveLuk due to space constraints the automatic water draining system will NOT operate and the remaining water may freeze leading to accidents. Be sure to keep the hose lower than the base of the LeveLuk when turning off the water flow.



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