



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

Office No.105, Hassanico Building, Al Barsha First, Dubai.

Tel: +971-43955011 Fax: +97143955150 Email: service@enagic.ae

## MACHINE REPAIR REQUEST

Name				ID No				Date			
Address								Receiver's Name			
Tel				Fax				Phone No			
Model				Serial No				Date of Purchase			
Type in								Warranty	<input type="checkbox"/> In	<input type="checkbox"/> Out	
Descriptions of the problem:											
<b>FOR OFFICE USE ONLY</b>											
Flexible Hose	<input type="checkbox"/> Yes	Diverter	<input type="checkbox"/> Yes	Secondary	<input type="checkbox"/> Yes	Enhancer	<input type="checkbox"/> Yes	Other	<input type="checkbox"/> Yes (HGN)		
	<input type="checkbox"/> No		<input type="checkbox"/> No	Stand	<input type="checkbox"/> No	Tank	<input type="checkbox"/> No		<input type="checkbox"/> No ( )		
<b>Loaner Unit</b>											
No	Yes	Model	Serial			Date Ship		Date Return			
Service Performed :											
<b>Parts Replaced</b>											
Quantity	Part Number			Description				Price	Amount		
Tap Water	Type of Water			PH	ORP			Total Parts			
PH	Strong Kangen 11.0				-800mv~			Tax			
ORP	Kangen 9.5				-230~			Labor + Cleaning			
Beauty Acid			5.5		~600mv~			Shipping Fee			
Strong Acid			2.5		1100mv~			Total Amount			
Date					Handle by						
Date of Pick up	X										
Date of Shipment				Ship by							
				Tracking Number							



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## MACHINE REPAIR INSTRUCTIONS – DOMESTIC

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

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

Note: After the technician checks your machine and they determined that the unit is not working properly due to calcium build up, a deep cleaning will be done without your permission. And the flushing cost will be AED189 per chamber. This service is not covered under warranty.

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

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

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

**Customer signature & Date**

**Pickup signature (Customer) & Date**

**Staff Signature:**

**Staff Signature:**