





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

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## MACHINE SERVICE INSTRUCTIONS – DOMESTIC

We are sorry to hear that you are experiencing problems with your machine. It is **very important** that you follow the instructions below:

1. Fill out the Service request form and return it together with the machine. Please make sure that you clearly 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 for and will not replace these items.) **Enhancer damage may occur to the machine when it is moved or transported with electrolysis enhancer fluids in the enhancer tank. If mishandled, the fluids may leak inside the machine and cause damage. This is not covered under warranty.**
3. Pack and handle the machine properly to avoid damage during transportation. Please send the repair request form to the Enagic office together with the machine or by email. Shipping responsibility is borne by the customer.
4. Then, courier or bring the machine to our technician at the Enagic office.
5. Please allow the technician approximately 2–3 business days to work on your machine. You may call +971-4-395-5011 or email [service@enagic.ae](mailto:service@enagic.ae) to check the status of your machine.

**Note:** After the technician inspects your machine, if it is determined that the unit is not working properly due to calcium build-up, a deep cleaning will be performed without prior approval. The flushing cost is AED 229 per chamber. This service is not covered under warranty.

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

Machine Model	Deep Cleaning	Flushing	Shipping Charge	Loaner Machine
SD501, SD501-PT, JRIV, K8, SD501DX	AED 246	AED 229	Shipping to and from the Enagic office shall be borne by the customer.	Shipping to and from the Enagic office shall be borne by the customer.
Super 501	AED 295	AED 229 (Per Chamber)	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.
- **Upon collection of the machine after maintenance, the customer must verify that all accessories and items are complete. The company will not be responsible for any missing items reported after collection.**

Customer signature & Date

Pickup signature (Customer) & Date

Staff Signature:

Staff Signature: