

SENDING THE UNIT TO THE SERVICE DEPARTMENT ** INSTRUCTIONS **

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

CHECK LIST.

1. Fill out all the customer section on the repair request (please print clearly) and return it with the machine. Please make sure that you are specific on the problem of the machine. The technicians will only go by what is written on this repair request form. (For deep cleaning and appearance clean the credit card number is required. See below for charges.)
2. **REMOVE!!!!!!** The **enhancer tank, diverter and adapter.**(Enagic will not be responsible and will not replace these items. No Exceptions!) **Enhancer damage occurs in the machine when you leave the Electrolysis enhancer fluids in side of the tank, inside of the machine and move the machine around or travel with it. If mishandled, the fluids will leak inside of the machine and cause damage to the inside. This is not covered by warranty.**
3. **Do not remove** filter, flexible pipe, white and grey hose from the machine.
4. Pack the product well to avoid damage during transportation. * Please allow at least 10 minute for excess water to drain from your machine before packing.
5. Send the unit to:
ENAGIC AUSTRALIA
SUITE 15, 33 WATERLOO ROAD
MACQUARIE PARK NSW 2113
ATTENTION: SERVICE DEPARTMENT
6. Please give the technicians approximately 3-5 business days to work on your machine. You are more than welcome to call the company to check 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 clean will be done. This service is not covered by warranty.

Storage fee: If payment is not received within 3 weeks after your unit has been delivered to Enagic, there will be a storage fee of \$2.00 each day until the unit is collected.

Machine	Deep clean	Appearance clean (include replacement of white and grey hoses.)
SD501, SD501 P, K8, JR11, R	\$40+GST	\$20+GST
SUPER 501	\$80+GST	N/A

Items not covered by warranty:

Flexible pipe, hoses, accessories, printed materials, deep cleanings, enhancer damage, improper voltage, misuse and abuse of unit, machine alterations, damages caused by natural disasters, and shipping for products sent in for any service other than repair(s). For more information please read your warranty card.