



Enagic USA, Inc.

Repair Request

4115 Spencer Street Torrance CA,90503 (424)309-1055

LA

Office use only

Instructions:

1. To prevent delays, please fill out the customer section completely and return it with the machine
 2. Remove the enhancer tank, diverter and adapter and covers (Enagic will not be responsible and will not replace items)
 3. Do not remove filter, flexible pipe, white / silver and gray hose from the machine
 4. Carefully read the terms and conditions below before signing this Repair request form
- * Deep cleaning is not covered under warranty **If you're not the original owner extra charges apply for repairs

Required Information**Prices subject to change without notice**

Customer: Please print		* No P.O. Box, physical address required		*Prices subject to change without notice	
Registered owner		Customer ID: *			
Name	*	Customer ID:			
Number & Street	*	Apt #	* if applicable		
City & State	*	Zip Code	*		
Phone No.	*	Cell #			
E-mail		Purchased Date:			
Payment	CREDIT CARD OR DEBIT CARD ONLY *WE WILL SEND PAYMENT LINK				
Machine Model		Serial No.			
Do you want the Filter Replaced? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> If Required If Yes: <input type="checkbox"/> HG <input type="checkbox"/> HGN <input type="checkbox"/> F8					
Brief Description of the Problem:					
Deep Cleaning <input type="checkbox"/> Yes <input type="checkbox"/> No					
External Cleaning <input type="checkbox"/> Yes <input type="checkbox"/> No					
Infested Machine will be charged an additional \$80 / \$100 for External Cleaning which includes: New white&gray hoses and thorough mandatory External Cleaning. **Except Super & SDU					
By Signing this form, I agree to the Terms and Conditions listed on the bottom this form.					
Customer Signature:		Date:			
Office Use Only					
Loaner	Model:	SN#	Date:		
Received	Filter & Enhancer Covers		<input type="checkbox"/> Yes <input type="checkbox"/> No		
Type In: W/C	Fedex	Loaner	Others:	Received by:	Date:
Flex Pipe <input type="checkbox"/> Yes <input type="checkbox"/> No	Diverter <input type="checkbox"/> Yes <input type="checkbox"/> No	Secondary Stand <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> FLEX	Enhancer Tank <input type="checkbox"/> Yes <input type="checkbox"/> No	Filter <input type="checkbox"/> HG <input type="checkbox"/> HGN <input type="checkbox"/> F8	Others
Service Performance					
<input type="checkbox"/> P M	Result:	Other Service Performed:			
Tray Upgrade	\$ Deep Clean	Level _____ <input type="checkbox"/> Other			
Base	\$ Ext Clean	<input type="checkbox"/> FX			
Power Supply	Flush	#			
Switch	Calibrate				
Propeller	ORP Test				
Shaft	Filter:				
Ring Pump	OK				
Display	\$ REPLACED				
End Plate	NEEDS				
Plate	REPLACEMENT				
No Fault	pH:				
Modified Base	OK				
Date:	Technician				

Terms and Conditions (*1 Except SUPER & SDU)

*parts returned

cus initial

1. I have read and complied with the Instruction Checklist provided by Enagic
 2. I understand that a \$3.00 daily Storage Fee will be charge if my serviced machine is not pickup within 14days of service completion. Enagic will notify me at the phone number listed on this form when the repair is complete. I understand that the Daily Storage Fee will be due and payable upon pick-up of my serviced machine.
 3. I understand that if the machine is determined by an Enagic Technician to require work that is not covered under warranty, shipping charges will apply.
 4. I understand that Enagic is only responsible for following the Repair Request as written on this form. It is my responsibility to provide a clear description of the problem with my machine. Enagic will attempt to clarify any issue presented on this form but is not responsible for errors resulting from misdescription by me.
 5. I understand that if the Enagic Technician determines that the unit is not working properly due to calcium build up , a deep cleaning will be done without any further notification. Deep cleaning \$50 for original owner \$60 for not original owner. External Cleaning \$30 under warranty or \$40.00 for no warranty \$50 for non original owner (*1)
 6. I understand that if my machine is not paid in full within 6 months (180days), Enagic will dispose of machine due to neglect and abandonment of payment dues.
- Customer initial _____ Date _____

Enagic charges an address correction fee for any changes made after an order has shipped or if there is an error in the address provided by the customer.