

Enagic Service USA

It is **VERY IMPORTANT** for you to follow the instructions below.

CHECK LIST.

- ☐ 1. Fill out all the customer section on the repair request (please print) and return it with the machine. Please make sure that you are specific about the problem with the machine. The technicians will only go by what is written on this repair request form. ***(If the unit is not working properly due to calcium build up, a deep cleaning will be performed, and you will be charged the deep cleaning fee. See below for charges)***
- ☐ 2. **REMOVE!** The enhancer tank, covers, diverter, and adapter. *Power cord (K8 ONLY) (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 inside 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 under warranty.***
- ☐ 3. **Include** filter, flexible pipe, white or silver (SDP) and gray hose or short flex pipe(K8)

If your unit is an SD501-U (under the counter unit) please include the discharge port hose (white hose on top of machine), gray hose and clear hose, white hose (bottom of machine). Please include the control panel for repairs only. Panel is not required if you send the machine in for deep cleaning. If your faucet is clogged, you may also need to send it in for a deep cleaning.
- ☐ 4. Secure your machine carefully in a box with two inches (5.08 cm) of cushioning around the machine to ensure proper protection during shipping.
- ☐ 5. Tape the FEDEX label onto the return box and take it to the nearest FEDEX station. (Write your tracking # _____ keep tracking # for your own reference) To check if your machine has been delivered, please call 1-(800) GO-FEDEX or go online at www.fedex.com. (Please have the tracking # ready)

Note: Deep Cleaning \$50 (original owner) or \$60 (non-original owner). (\$100 / \$120 for Super 501). Please specify if you also want external cleaning for an additional \$30 (under warranty) or \$40 (out of warranty) or \$50 (non-original owner). Infested machines require external cleaning for an additional cost of \$80 (original owner) or \$100 (non-original owner).

Payment & Storage Fee: We will be obligated to charge a \$3 daily storage fee if payment has not been received or if the unit has not been shipped out 2 weeks after completion date.

***If your machine is not paid in full within 6 months (180 days) after the service, Enagic will dispose of machine due to neglect and abandonment of payment dues.**

Machine	Deep Cleanings	Shipping your machine	Shipping for loaner
K8, SD501, SD501U, Jr II, DX II, DX, R & Sun-us	\$50 / \$60	\$30.00 Each way	\$30.00 Each way
Anespa	\$30 / \$40		N/A
Super	\$100 / \$120	\$65.00 Each way	\$65.00 Each way
SD 501-U Faucet	\$30 / \$40	\$25.00 Each way	N/A

PLEASE CONTACT US FOR ALASKA SHIPPING

*Prices subject to change without notice

Items not covered by warranty:

Packing materials, 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.