



ENAGIC PHILIPPINES, INC.

Unit 3 & 4, 16F A.T. Yuchengco Center,
26th & 25th Streets BGC, Taguig City
TEL: (02)8519-5508; (02) 8519-8778

MACHINE REPAIR PROCEDURES

We are sorry to hear that you are having problems with your machine. It is VERY IMPORTANT for you to follow the procedures below so that you will be able to claim your repaired machine(s) back fast and with ease.

PROCEDURES

1. Fill up the Repair Request Form (please print clearly) and return it to the respective Service Center with the machine.
2. Please specify the main problem of the machine. Our technicians will only do what is written on the Repair Request Form.
3. You may send the machine through courier; attention to the following.

<i>Area to the office</i>	<i>Name of office</i>	<i>Contents of Service</i>	<i>Machines to be repair</i>	<i>Time of repair</i>
Luzon – Manila Office	Service-Manila	All services will be provided	All units	7-10 days business

- a) Machines that are coming from the Visayas and Mindanao areas must be given approximately five-seven (5-7) working days for repair to be done.
 - b) Make sure to specify the repairs required by your machines.
 - c) Repaired machines that are not yet pick-up after ten (10) working days will be ship directly to the machine owner.
4. Repair form can be access on our website by going to www.enagicph.com
 5. The Repair Request Form must be sent to the Manila Service Office by email before the technician starts the repair procedure. Leaving the machines at the Service Office will not guarantee the repair required by your machines if any of the procedures stated above is not properly followed.

Email	service-manila@enagic.ph
Address	Unit 3 & 4, 16F A.T. Yuchengco Center, 26th & 25th Streets BGC, Taguig City
Tel. Nos.	(02)8519-5508; (02) 8519-8778

6. A quotation of the total billing shall be provided after receipt of the Repair Request Form from the machine holder. The quotation shall be sent to your email address or shall be coursed through our Service Staff who will give you a call.
7. We will only accept cash deposits, debit and credit cards.
8. NO CASH POLICY, the company shall only release and or ship the machine after the Repair Request Form and payment has been completely submitted, all deposits after 4:00pm shall be considered as the next days' transaction. All repairs which are unclear and incomplete shall be put on- hold and the machine shall not be shipped or handed-over to the customer. Payments should be deposited to Enagic Philippines accounts before release the machine.

Bank	BDO Unibank Inc.	RCBC Savings	Metrobank
Account Name	Enagic Philippines, Inc.	Enagic Philippines, Inc.	Enagic Philippines, Inc.
Account Number	0082-3002-8457	759-006-1314	319-7-31952302-9

9. The progress of repair and or deep cleaning can be check at www.enagicph.com
10. For credit card payments, the Mail Order/Telephone Order Form (MOTO form) may be accessed on our website by going to www.enagicph.com . The company shall only release and or ship the machine after the Repair Request Form has been submitted and payment has been completely cleared.

11. Once payment has been deposited or charged the company will issue Sales Invoice as official receipt and proof of payment. The Company shall issue a Sales Invoice as Official Receipt and proof of payment once payment has been deposited or once the charges have been cleared.

12. Deep Cleaning is required every 6 months. If the technician checks that the unit is not working properly due to calcium build up, a deep cleaning service shall be done without prior need for your permission and shall not be covered under warranty. You will be charged separately for this service.

Machine	Deep cleaning	Repair under warranty	Warranty Expired
SD501, SD-PT, JR11, Leveluk R	2,200 Pesos	Free of charge (for exceptional cases only)	Apply for Extended warranty
K8 ,Super 501	2,900 Pesos	Free of charge (for exceptional cases only)	Apply for Extended warranty

➤ Shipping machine for deep cleaning: Shipping cost shall be paid by customers.

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 (such as ants and other insects) and shipping for products sent in for any services other than repair. For more information please kindly contact the office.

13. **PLEASE REMOVE THE FOLLOWING:** The enhancer tank, diverter, and adapter. (Enagic will not be responsible and will not replace any these items. There will be no exception to the rule.)

14. Enhancer damage occurs in the machine when you leave the electrolysis enhancer fluids in the tank, inside the machine. Do not move the machine as this will cause mishandling where the fluids may leak inside and cause internal damage to the machine.. This shall not be covered by warranty. Pack the product well to avoid damage during transit.

15. For any queries regarding the procedures stated, please feel free to call the following to check on the status of your machine.

Enagic Philippines Manila: Unit 3 & 4, 16F A.T. Yuchengco Center, 26th & 25th Streets BGC, Taguig City
Tel. No.: (02)8519-5508; (02)8519-1923; (02)8519-8778; (02) 8808- 3884; (02) 8659-5035

I acknowledge that I have fully read and understood the Machine Repair Procedures and will abide by them.

Signature over Printed Name

Date