



ENAGIC® (MALAYSIA) SDN BHD

Company No.: 971103-W

Direct Sales License No.: AJL931978

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www.enagic-my.com

MACHINE REPAIR INSTRUCTION

We are sorry to hear that you are experiencing issues with your machine.

It is VERY IMPORTANT for you to follow the instructions below:

A. CHECK LIST

1. You are required to submit a completed Machine Repair Request Form together with the machine. It is imperative for you to specify the issues with the machine in the provided section. Enagic®'s technicians will look into the issues according to what have been written in the provided section.
2. You are required to **REMOVE** the enhancer tank, diverter, and adapter. Do **TAKE NOTE** that Enagic® (Malaysia) Sdn Bhd shall not be held responsible to replace any item should there is any damage that occur when you have failed to remove the enhancer tank (contains enhancer solution) inside the machine while travelling. The fluid could leak and cause damage to the inside of the machine which under no circumstances, it is not covered under warranty.
3. It is important to handle the machine in proper packaging in order to avoid any damage that might occur during transportation. You are required to submit a completed Machine Repair Request Form either via email to service@enagic-my.com or together with the parcel.
4. Kindly allow our technicians roughly two (2) to four (4) working days to look into the issues that have been highlighted in your form. You are more than welcome to contact our Service Department to check the status of your machine.

B. PRICES AND EXPENSES

Technician reserves the rights to conduct deep cleaning without your permission should upon inspection, the machine is unable to work properly due to calcium build up. Such service is not covered under warranty.

MACHINE	DEEP CLEANING PRICE (MYR)	SHIPPING COST (REPAIR)	SHIPPING COST (LOANER)
	<i>**All prices are zero-rated of GST**</i>		
SD501, SD501-PT JR11, LEVELUK R, K8	100.00	You are responsible to bear the shipping cost towards Enagic® Malaysia Office Enagic® will ship your machine with no charge if your machine is still under warranty.	You are responsible for all the shipping cost for the loaner machine.
SUPER 501	130.00		N/A

C. ITEMS 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, kindly contact our Service Department.