



**ENAGIC® (MALAYSIA) SDN BHD**

Company No.: 971103-W

**Direct Sales License No.: AJL931978**

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[www.enagic-my.com](http://www.enagic-my.com)

# Distributor Handbook

***Enagic® (Malaysia) Sdn Bhd reserves the right at any time to make any amendment to the terms and conditions, and distributor hereby agree to be bound by Enagic® (Malaysia) Sdn Bhd's Distributor Handbook.***

## **How to become an *Enagic Distributor***

In order to be an Enagic® Distributor, you have to be sponsored by another Enagic® Distributor.

Effectively from June 1<sup>st</sup>, 2018, new customers will only need to pay MYR 50.00 (zero-rated of GST) as for the registration fees. New customer will receive a copy of Starter Kit (also known as '*Booklet*') consist of assortment of literature that will help you get started as follows:

- A. Congratulatory Note;
- B. Distributor's Responsibilities;
- C. Instructions for Registration;
- D. Instructions for Purchasing Machine and Accessories;
- E. Seminar Room Reservation;
- F. Miscellaneous;
- G. General Commission Information;
- H. Commission Chart;
- I. Machine Repair Instructions; and
- J. Water Related Questions.



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*The Basis of Vitality and Long Life is Water!*

## A. Letter to the New Distributor

### Congratulations and welcome to Enagic (Malaysia) Sdn Bhd!

You have made the first step towards success. This booklet contains detailed information regarding the application procedures, as well as answers to general questions that you may have. Please utilize this booklet not only when conducting your own business, but as a tool to train your team. Remember, the more you know, the more you grow!

Should you have any further questions regarding something not covered in this booklet, there are a few steps that need to be taken before contacting the company. First and foremost, you need to call your up line, or your up line's up line (your 6A would be best). Secondly, you are encouraged to check our **Official Website** and **Official Facebook Page** for any recent and general information. Finally, you may contact our Customer Service Personnel to get any assistance that you may need after exhausting the first two options.

Keep in mind that you have entered into a pre-existing team. You may feel as though you are alone at times, but that is when you need to reach out most and get connected. You are not alone! There are hundreds, if not thousands, of people in your group willing and ready to lend a hand to help you build your own team and business.

*It is advisable for you to read, understand and adhere to the information in this booklet before submitting any application to avoid any issue that may arise in future.*

### Find Us On



[www.enagic-my.com](http://www.enagic-my.com) (All the forms have been available and can be downloaded from this website)



<https://www.facebook.com/MalaysiaEnagic/>

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## B. Distributor Responsibilities

As a distributor, there are many responsibilities that considered as vital not only to your success, as well as ensuring all the interactions with the company are productive. It is very important that you are clearly understood that you are not working for Enagic® (Malaysia) Sdn Bhd, or otherwise. You are acting as an entity (also known as 'distributor').

Enagic® (Malaysia) Sdn Bhd's role are to fulfill the orders that are produced through your hard work and rewards you in the form of commissions. In order to ensure optimal success, please be sure to fully understand and be prepared to fulfill your responsibilities.

Distributor responsibilities are as follows:

1. Fully equip and educate yourself with information in regards to the machines, general information, commissions, complete order processing, and general business practices;
2. Being responsible to provide sufficient trainings and fully educate your downline in order to make them fully self-sufficient;
3. All questions should be answered within the group. Difficult questions should be directed towards your 6A's. The company should only be used as a last resort. However, the company is willing to assist any inquiry from distributors;
4. No distributors are allowed to make any health and medical claims, monetary, or false claims;
5. No amount of sum and/or money is allowed to be exchanged in dealing with the water under any circumstances, but not limited to donations, as well as selling the water;
6. Read, fully understand, and abide by the Enagic®'s Set of Policies;
7. Pursue your Enagic® business in an ethical manner and conduct; and
8. No distributors are allowed to promote and sell any of Enagic®'s products at any discounted prices, offering concession and/or lucky draw.

## C. Instructions for Registrations

### Individual Registering as a Distributor

To be an *Enagic® Independent Distributor*, applicant needs to fill up and submit the **Product Application Form** completely, as well as to provide the **copy of NRIC (both sides), Bank Information** and **member fee of MYR 50.00**.

Only persons who have attained the age of eighteen (18) years can enroll and be appointed *Enagic® Independent Distributors*.

### Individual Registering as a User

A *User* is referring to an individual who wishes to purchase a machine having the desire to run the business. Customer needs to fill up and submit the **Product Application Form** completely, as well as to provide the **copy of NRIC**. User may proceed to do the business in the future. However, they are required to completely fill out and submit the **Change of User to Distributor Form**, providing **relevant documentations** and **Bank Information** as well as making the payment total of **MYR 50.00 (member fee)**.

### Non-Citizen of Malaysia Registering as a Distributor or User

For **non-citizen of Malaysians**, they need to completely submit the valid **Visa Pass** and **relevant application documentations**.

#### Enagic® (Malaysia) Sdn Bhd only accepts:

- Residence Pass
- Permanent Resident
- Marriage certificate with Malaysian, NRIC copy (both sides) of the spouse
- Employment Pass (Work Permit)
- Student Pass

**Foreign workers and students in Malaysia are allowed to purchase only one (1) unit of machine.**

### Company/Cooperative (Koperasi) Registering as a Distributor

In order for a Company/Cooperative (Koperasi) to be registered as a Distributor (*must purchase machine*), applicant needs to fill up and submit the **Product Application Form** completely, as well as to provide the **copy of NRIC | one of the directors or chairman (both sides), Bank Information of the company or cooperative (koperasi), SSM or SKM, Form 9 and Form 49** and making the payment total of **MYR 50.00 (member fee)**. The owner's name must be reflected in the provided documentations, and the company must be active.

### Company/Cooperative (Koperasi) Registering as a User

In order for a Company/Cooperative (Koperasi) to be registered as a User (*must purchase machine*), applicant needs to fill up and submit the **Product Application Form** completely, as well as to provide the **copy of SSM or SKM**. The owner's name must be reflected in the provided documentations, and the company must be active.

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## D. Instructions for Making Purchases

### Email

**No purchases could be made over tele-conversation.**

As for accessories purchase, the buyer is required to fill up the **Accessories Purchase Form** accordingly and sent an email to Enagic®. Our Customer Service Executive shall advise the delivery fee by calculating the entire the order altogether. The buyer may bank in the amount into any of Enagic bank accounts. Kindly email us the bank-in slip & remittance slip once the payment has made. Accessories forms received after 4PM will be processed on the following business day. The buyer may also make payment via credit card (Mail Order) by filling up and provide Enagic® with the credit card copy for our Customer Service Executive to process.

**Kindly refer to the following information for further assistance pertaining to registrations of machines, UKON™ and accessories order via Email:**

Area	Email Address
Perlis, Kedah, Penang, Perak, Terengganu, Kelantan, Pahang Orders	<a href="mailto:area1@enagic-my.com">area1@enagic-my.com</a>
Selangor, Kuala Lumpur Orders	<a href="mailto:area2@enagic-my.com">area2@enagic-my.com</a>
Sabah Orders	<a href="mailto:area3@enagic-my.com">area3@enagic-my.com</a>
Sarawak Orders	<a href="mailto:area4@enagic-my.com">area4@enagic-my.com</a>
Negeri Sembilan, Malacca, Johor Orders	<a href="mailto:area5@enagic-my.com">area5@enagic-my.com</a>
Ukon Orders Only	<a href="mailto:ukon@enagic-my.com">ukon@enagic-my.com</a>

**Kindly refer to the following information for further assistance pertaining to other enquiries:**

Commission Enquiry	<a href="mailto:comm@enagic-my.com">comm@enagic-my.com</a>
Machine Repair & Technical Service Enquiry	<a href="mailto:service@enagic-my.com">service@enagic-my.com</a>
Compliance Enquiry	<a href="mailto:compliance@enagic-my.com">compliance@enagic-my.com</a>
Event Information	<a href="mailto:marketing@enagic-my.com">marketing@enagic-my.com</a>

### Webshop

Distributor can proceed to make purchase of machines and accessories through Webshop at Enagic® (Malaysia) Sdn Bhd's website; [www.enagic-my.com](http://www.enagic-my.com) by clicking **Enagic Store**; <https://store.enagic.com/my/> . Proceed to the 'Registration' as a 'New Customer' under 'Account' or as a 'Guest'.

Select the desired accessories and proceed to 'Add to Cart', 'Billing and Shipping Information' and confirm the 'Shipping Method'. Once you have confirmed, you may proceed to make payment with the selection of payments; 'Fund Transfer', 'Credit Card (AsiaPay)' and 'Mobile Credit Card Reader'.

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## E. Seminar Room Reservation

For any seminar room reservation, applicant needs to fill up and submit the ***Seminar Room Booking Form*** completely. All reservation must be done by submitting the ***Seminar Room Booking Form*** one week prior to the requested date.

Enagic® (Malaysia) Sdn Bhd reserves the right to make any amendment even though the room has been booked in order.

**\*No seminar on Sunday and Public Holiday\***

## F. Miscellaneous

### General Information

- Submission of ***Product Application Forms*** after 6 pm will be processed on the next working day.
- To do a name change, you must send in the ***Distributor Information Change Form*** by email or hardcopy. Name change can be applied to the immediate family members only. All distributors are not encouraged to change their details or any information frequently, if it cannot be avoided, please give us a concrete reason, but it is subjected to management's approval. The company's name cannot be changed to other company's name. Processing fees for name change: individual to individual (MYR 50.00); individual to company/company to individual (MYR 200.00). Change from company/personal to personal, please provide the following documents: present company's name, present personal name, change to new personal name, and please prove that distributor is the owner/person in charge of the company; birth certificate or marriage certificate, NRIC copy, and bank information. Change from personal account to company account, please provide the following documents: business registration copy, annual return copy, person in charge (BR) ID copy and company bank account copy. Please verify that all information on this request is correct. If you fail to legibly provide your information correctly, this application will not be valid.
- To change the personal information; email ID, Contact Number and Address, you are required to fill up the ***Privacy Contact Form*** accordingly and submit to [compliance@enagic-my.com](mailto:compliance@enagic-my.com) .

### Address

Enagic (Malaysia) Sdn Bhd (971103-W)(Direct Sales License No: AJL931978)

Unit No. 25-6 & 27-6

The Boulevard, Mid Valley City

Lingkaran Syed Putra, 59200

Kuala Lumpur, Malaysia

### Operating Hours

Weekdays: 9 am – 8 pm

Saturday: 9 am – 6 pm

Sunday and Public Holidays: Off

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## **Contact Us**

Tel: (603) - 2282 2332

Fax: (603) - 2282 2335

## **Broadcast News Update through WhatsApp**

You can now sign up to get news alerts sent directly to your mobile phone with a service using the WhatsApp app.

Step 1: Save our WhatsApp number **013-4470892** in your phone as "Enagic Broadcast"

Step 2: Send us a WhatsApp message in this manner: ID Number, Your Full Name

## **Get in Touch through WhatsApp. No. 016-2133733**

Feel free to reach out through WhatsApp. We'd love to hear from you and answer any questions you might have.

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## G. General Commission Information

- Please have all names and distributor ID numbers ready when calling to make any inquiries.
- Please wait at least 10 business days before calling to inquire for any missing, miscalculate and/or delayed commission.
- Kindly submit your commission inquiry to [comm@enagic-my.com](mailto:comm@enagic-my.com)
- Please allow up to 48 hours (2 working days) for response.
- To avoid delay in commission payment, kindly ensure all customer information/documentation have been submitted accordingly. Missing information will delay commission processing. Do include together: front and back of NRIC copy (please print clearly), bank statement or bank details with buyer's and sponsor's signatures on the second page of the **Product Application Form**.
- If you have a direct sale within ninety (90) days, you are qualified to receive special points commission, 6A educational allowance and/or incentive. This status is called "SP". If you have a direct sale within six (6) months, you are qualified to receive regular commission, 6A educational allowance and/or incentive. This status is called "D1". If you do not have a direct sale between six (6) months and two (2) years from your last direct sale, you are qualified to receive fifty percent (50%) of 8-Point commission, 6A educational allowance and/or incentive. This status is called "D0". If you do not have a direct sale in over two (2) years, you are not qualified to receive any commission, 6A educational allowance and/or incentive. This status is called "FAO".

<b><u>Distributor Sales Status (SD501 Example)</u></b>		<b><u>Amount</u></b>
SP (Special Points)	A direct sale has been made within 3 months	MYR 800.00
D1 (Normal Status)	A direct sale has <b>not</b> been made for over 3 months	MYR 640.00
D0 (Partial Status)	A direct sale has <b>not</b> been made for over 6 months	MYR 320.00
FAO	No direct sale has been made for over 2 years	MYR 0.00

<b><u>Filter Commission (Except Promotion Period)</u></b>			
High Grade Filter & K8 Filter	RM20/Point	(with SP)	RM10/Point (without SP)
Anespa External Filter	RM20/Point	(with SP)	RM10/Point (without SP)
Anespa Ceramic Filter	RM56/Point	(with SP)	RM28/Point (without SP)

\*Filter commission will be issued once the amount accumulated reached more than MYR 1000.00\*

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## H. Commission Chart

### ENAGIC MALAYSIA COMMISSION CHART (SINGLE PAYMENT)

MACHINE TYPE	SD 501	JR II	SD501 PT	LEVELUK R	K8	SUPER 501	ANESPA DX
<b>SELLING PRICE (MYR)</b>	<b>12000</b>	<b>6800</b>	<b>13200</b>	<b>6500.00</b>	<b>16000</b>	<b>18800</b>	<b>9000</b>
CASH, REMMITANCE, CHEQUE, CREDIT CARD (SINGLE PAYMENT)							
SP + BASIC	800	450	800	325	1090	1180	471
BASIC	640	360	640	260	870	950	381
MPOS (SINGLE PAYMENT)							
SP + BASIC	770	433	770	325	1050	1133	449
BASIC	610	343	610	260	830	903	359
MOTO, PAYDOLLAR (SINGLE PAYMENT)							
SP + BASIC	755	425	755	304	1030	1110	437
BASIC	595	335	595	239	810	880	347

EDUCATIONAL BONUS								
SP + BASIC	LEVEL1	600	343	600	200	600	888	343
	LEVEL 2,3	150	84	150	50	150	220	84
BASIC	LEVEL1	498	289	498	170	498	733	289
	LEVEL 2,3	127	70	127	42	127	180	70

### TOKUREI/ SAMARITAN/ SPECIAL REGISTRATION

MACHINE TYPE	SD 501	JR II	SD501 PT	LEVELUK R	K8	SUPER 501	ANESPA
<b>SELLING PRICE (MYR)</b>	<b>12000</b>	<b>6800</b>	<b>13200</b>	<b>6500.00</b>	<b>16000</b>	<b>18800</b>	<b>9000</b>
CASH, REMMITANCE, CHEQUE, CREDIT CARD (SINGLE PAYMENT)							
BASIC	640	360	640	260	870	950	381
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	365	85	365	85	420	400	106
MPOS (SINGLE PAYMENT)							
BASIC	610	343	610	260	830	903	359
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	335	68	335	85	380	353	84
MOTO, PAYDOLLAR (SINGLE PAYMENT)							
BASIC	595	335	595	239	810	880	347
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	320	60	320	64	360	330	72

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## ENAGIC MALAYSIA COMMISSION CHART (CREDIT CARD INSTALLMENT PLAN)

MACHINE TYPE	SD 501	JR II	SD501 PT	LEVELUK R	K8	SUPER 501	ANESPA DX
<b>SELLING PRICES</b>	12000	6800	13200	6500.00	16000	18800	9000
<b>(6MONTH) *Public Bank, Hong Leong Bank, CIMB Bank, CITIBANK, OCBC</b>							
SP + BASIC	748	420	748	296	1020	1098	432
BASIC	588	330	588	230	800	868	342
<b>(12MONTH) *Public Bank, Hong Leong Bank, CIMB Bank, CITIBANK, UOB, Standard Chartered, OCBC</b>							
SP + BASIC	733	412	733	282	1000	1074	420
BASIC	573	322	573	217	780	844	330
<b>(12 &amp; 24MONTH) *Bank Rakyat</b>							
SP + BASIC	755	425	755	299	1030	1110	437
BASIC	595	335	595	234	810	880	347
<b>(18MONTH) *Public Bank, Hong Leong Bank, UOB</b>							
SP + BASIC	717	403	717	274	980	1050	409
BASIC	557	313	557	209	760	820	319
<b>(24MONTH) *Public Bank, CIMB Bank, Hong Leong Bank, UOB, Standard Chartered, OCBC</b>							
SP + BASIC	702	395	702	269	960	1027	398
BASIC	542	305	542	204	740	797	308
<b>(24MONTH) *CITIBANK</b>							
SP + BASIC	687	386	687	261	940	1004	387
BASIC	527	296	527	195	720	774	297
<b>(36MONTH) *SCB Bank, UOB</b>							
SP + BASIC	687	386	687	261	940	1004	387
BASIC	527	296	527	195	720	774	297
<b>(36MONTH) *CITIBANK</b>							
SP + BASIC	666	374	666	249	911	970	370
BASIC	506	284	506	184	691	740	280
<b>(36MONTH) *Bank Rakyat</b>							
SP + BASIC	740	416	740	291	1010	1086	426
BASIC	580	326	580	226	790	856	336

### TOKUREI/ SAMARITAN/ SPECIAL REGISTRATION

MACHINE TYPE	SD 501	JR II	SD501 PT	LEVELUK R	K8	SUPER 501	ANESPA
<b>SELLING PRICES</b>	12000	6800	13200	6500.00	16000	18800	9000
<b>(6MONTH) *Public Bank, Hong Leong Bank, CIMB Bank, CITIBANK, OCBC</b>							
BASIC	588	330	588	230	800	868	342
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	313	55	313	55	350	318	67
<b>(12MONTH) *Public Bank, Hong Leong Bank, CIMB Bank, CITIBANK, UOB, Standard Chartered, OCBC</b>							
BASIC	573	322	573	217	780	844	330
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	298	47	298	42	330	294	55
<b>(12 &amp; 24MONTH) *Bank Rakyat</b>							
BASIC	595	335	595	234	810	880	347
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	320	60	320	59	360	330	72
<b>(18MONTH) *Public Bank, Hong Leong Bank, UOB</b>							
BASIC	557	313	557	209	760	820	319
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	282	38	282	34	310	270	44
<b>(24MONTH) *Public Bank, CIMB Bank, Hong Leong Bank, UOB, Standard Chartered, OCBC</b>							
BASIC	542	305	542	204	740	797	308
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	267	30	267	29	290	247	33
<b>(24MONTH) *CITIBANK</b>							
BASIC	527	296	527	195	720	774	297
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	252	21	252	20	270	224	22
<b>(36MONTH) *SCB Bank, UOB</b>							
BASIC	527	296	527	195	720	774	297
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	252	21	252	20	270	224	22
<b>(36MONTH) *CITIBANK</b>							
BASIC	506	284	506	184	691	740	280
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	231	9	231	9	241	190	5
<b>(36MONTH) *Bank Rakyat</b>							
BASIC	580	326	580	226	790	856	336
ENAGIC HOLD	275	275	275	175	450	550	275
COMMISSION PAID OUT	305	51	305	51	340	306	61

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## ENAGIC MALAYSIA COMMISSION CHART (EPP & DCR)

### 12 Months Installment Commission

### 24 Months Installment Commission

Model	SD501	JRII	SD501-PT	LEVELUK R	K8	SUPER 501	ANESPA DX	SD501	JRII	SD501-PT	LEVELUK R	K8	SUPER 501	ANESPA DX
Selling Price	RM12000	RM6800	RM13200	RM6500	RM16000	RM18800	RM9000	RM12000	RM6800	RM13200	RM6500	RM16000	RM18800	RM9000
SP + Basic	702	395	702	253	960	1027	398	673	376	673	217	920	980	375
Basic	542	305	542	188	740	797	308	513	285	513	152	700	750	285

### EPP Installment Plan

#### 12 Months Installment Plan:

Alliance Bank, Bank Islam, CIMB, OCBC, RHB, UOB, MBF, Hong Leong, Public Bank



#### 24 Months Installment Plan:

Alliance Bank, Bank Islam, OCBC, RHB, Hong Leong, Public Bank



### DCR Installment Plan

#### 12 Months Installment Plan:

Alliance Bank, AmBank, Citibank, Public Bank, Hong Leong, HSBC, OCBC, RHB



#### 24 Months Installment Plan:

Ambank, Citibank, RHB



## TOKUREI (EPP & DCR)

### TOKUREI/ SAMARITAN/ SPECIAL REGISTRATION

Model	SD501	JRII / Anespa	SD501-PT	LEVELUK R	K8	SUPER 501	ANESPA DX	SD501	JRII / Anespa	SD501-PT	LEVELUK R	K8	SUPER 501	ANESPA DX
Selling Price	RM12000	RM6800	RM13200	RM6500	RM16000	RM18800	RM9000	RM12000	RM6800	RM13200	RM6500	RM16000	RM18800	RM9000
BASIC	542	305	542	188	740	797	308	513	285	513	152	700	750	285
ENAGIC HOLD	275	275	275	175	450	550	275	275	275	275	150	450	550	275
ENAGIC PAID OUT	267	30	267	13	290	247	33	238	10	238	2	250	200	10

\*Remarks: A minimum Penalty Fee of RM150 per case onto all the request for Cancellation, Amendment and any Conversion for each EPP/ DCR transaction.

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# I. Machine Repair Instructions

## 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](mailto: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 JRII, 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.

## J. Water Related Questions

### 1, Will the state of the water change when heated or refrigerated?

The state of the water does change when the water is heated or chilled. When heated, the ORP and pH changes. When chilled, the ORP will change but the pH will remain the same for up to a week based on the quality of water.

### 2, Why does Kangen Water® sometimes have an odor?

Unpurified water has minerals in it<sup>1</sup>. LeveLuk is designed to handle a standard amount of minerals. When the amount of minerals or free carbon dioxide<sup>2</sup> is greater than usual, the minerals occasionally react with the anti-bacterial feature<sup>3</sup> of the water supply hose, giving off a smell.

We have prepared a water supply hose for such cases. When running water through the appliance for the first time, please set it on purified water and let it run for two to three minutes longer than usual.

#### <sup>1</sup>Minerals

Ca (calcium), Mg (Magnesium), Na (Sodium), Ka (Potassium) and other nutrients found in food and water. Minerals found in water are said to be especially good for the health in optimum amounts.

#### <sup>2</sup>Free carbon dioxide

Carbon Dioxide found in water. Some people prefer the taste of water with carbon dioxide, which tends to have lower pH levels. Water with less carbon dioxide is said to be better for the health. Japanese sake tastes better when there is a moderate amount of carbon dioxide in it.

#### <sup>3</sup>Anti-Bacterial feature

Appliances such as the LeveLuk that produce something for human consumption are given anti-bacterial treatment. These appliances often comprise many different parts, and it is especially important that the parts where water passes through are not contaminated.

### 3, What about differences in quality of raw water?

The type of original tap water used affects the quality of Kangen Water® and acidic water produced by electrolysis. Although water produced with municipal city water is not affected, the efficiency of electrolysis drops when well water is used since it tends to hold a lot of free carbon dioxide<sup>1</sup>, as well as in cases where water comprising only a small amount of electrolytic minerals is used. Conversely, in cases where the water has excess minerals, the taste may be affected, or Kangen Water® produced may be too high in pH level. Since the water pressure of the faucet affects the production of water, it is important to confirm that genuine Kangen Water® is being produced by regularly checking that it is set at the correct pH level, and checking the bubbles. In order to take into account the differences in the quality of the original tap water, please run a check on a daily basis.

#### <sup>1</sup>Free Carbon Dioxide

Carbon Dioxide found in water. Some people prefer the taste of water with carbon dioxide, which tends to have lower pH levels. Water with less carbon dioxide is said to be better for the health. Japanese sake tastes better when there is a moderate amount of carbon dioxide in it.

### 4, What are the benefits of consuming Kangen Water®?

The benefits of consuming Kangen Water® are the minerals it contains and the optimal hydration it offers.

### 5, What is Mengen Effect of consuming Kangen Water®?

Depending on how it is consumed, and on the individual's physical state, it is possible (although uncommon) to experience constipation or diarrhea a few days to a few weeks after first starting to drink it. In herbal terms this is known as the Mengen effect<sup>1</sup>. The two conditions are particularly similar in that both cases, the remedy is so effective that it has a negative effect. If this occurs, the amount of intake should be reduced to half or a fourth of the

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previous amount until symptoms clear. Once symptoms have subsided, it is okay to resume intake. However, increasing the amount of intake will not alleviate the symptoms. Since halting intake completely may also affect the body, it is best to continue intake, but in lesser amounts. If there are no signs of improvement, please consult a doctor or pharmacist.

### **<sup>1</sup>Mengen effect**

Your body may start hurting several hours or a day after you receive chiropractic. The technical term for this is the Mengen effect. It is a natural physical response, where the body tries to go back to normal after muscles and bones have been adjusted.

### **6, What is beauty water (acidic water) and Strong Acidic Water?**

Acidic water has a pH of around 5.5-6.5 and strong acidic water has a pH of lower than 2.7. The Japanese Ministry of Health, Labor and Welfare has certified acidic water as an astringent<sup>1</sup>. Strong Acidic Water has excellent cleaning characteristics and can be used to clean household surfaces and to remove pesticides, dirt and other impurities from food.

### **<sup>1</sup>Astringent**

Acidic water works as an astringent for toning your skin. 'Astringent water' refers to acidic beauty water.

### **7, How do I use Kangen Water® for beauty care?**

Because winter air is extremely cold and dry, skin care is especially important during this time. Without taking care of your skin properly, you will suffer from dry and rough skin. Bodily fluids play an important role in maintaining your body temperature and the health of your skin. Drinking alkaline Kangen Water® can help maintain glowing, smooth skin. Since it is important to maintain your skin's pH level between 5.0 and 6.0, we recommend spraying acidic water<sup>1</sup> on your skin at regular intervals throughout the day. During the winter, bathing in acidic water can help preserve the moisture of your skin. We also recommend that you eat foods and fruits that include high levels of vitamin C, A and E. Treating your skin with beauty water will let you enjoy life even more by giving you smooth and youthful skin.

### **<sup>1</sup>Acidic water**

Acidic ionized water produced by electrolysis with a pH between 4.0 and 6.5. Its astringent effect is certified by the Japanese Ministry of Health, Labor and Welfare. Excellent for skin care.

### **8, What is the proper method of Strong Kangen Water/Strong Acidic Water, and how long do they last?**

Among the five types of water produced by Leveluk, the two types for drinking (purified water/Kangen Water®) must be used fresh. Please keep these two types of water in the refrigerator for no more than 4-5 days and replace the water in your take-out bottle everyday. For water used for domestic purposes, including Acidic Water, Strong Acidic Water and Strong Kangen Water, less care is required, but we recommend changing your supply once a week. To store, please place the water in a lightproof container<sup>1</sup>, fill it to the very top to avoid unnecessary contact with air, and store it in a cool, dark place (the refrigerator is ideal).

### **<sup>1</sup>Lightproof container**

Container that keeps light out.

### **9, What is the proper amount/method of drinking Kangen Water®?**

There are no set rules regarding how to drink Kangen Water® or how much to consume.

### **10, How do we begin drinking Kangen Water®?**

It is most common to begin by setting a low pH<sup>1</sup> level (between pH8 and pH9.0), and gradually increasing the amount of intake. After continuing regular intake for about two weeks, gradually adjust the pH level and amount of intake

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(between pH9.0-pH9.5) based on your bodily needs and physical condition. The Kangen Water® should be as fresh as possible.

For children or seniors, set the pH level at an even lower level upon starting, and gradually increase it as the body adjusts to the current pH level.

In the case of infants (until about a year old), since breast milk or milk is the only thing they consume, the intestinal movement is generally different from adults, and the use of Kangen Water® is not encouraged until the infant begins to consume more sophisticated foods. In any case, Kangen Water® should not be used to make powdered milk for infants.

### <sup>1</sup>pH

The logarithm of the reciprocal of hydrogen-ion concentration in gram atoms per liter. It is used as a measure of the acidity or alkalinity of a solution on a scale of 0-14 (where 7 is neutral).

## K. Machine Related Questions

### 1, Why is the appliance leaking?

It is most likely that the ring (stopper) on the cartridge came off during transportation, or that you have forgotten to take off the O-ring<sup>1</sup> when replacing the cartridge. It is highly unlikely that the leaking has been caused by a mechanical fault in the appliance.

#### <sup>1</sup>O-ring

Small, round rubber gasket that prevents leakage when connecting the various pipes to the appliance.

### 2, How do I use the spout stand?

Two types of water run through the LeveLuk machine, and Kangen Water® will be produced only when the two run at a fixed ratio. If the discharge hose is bent, or the stand is positioned higher than the bottom tip of the flexible pipe, acidic water cannot be produced properly. In turn, stretching the hose below the sink to collect water in a separate container will result in loss of Kangen Water®. In this case, please do not pull the spout stand to the bottom, but prepare a separate hose to collect water in the container. Please make it a daily habit to check the water using the pH testing solution and hydrogen bubbles.

### 3, How do you use the reset switch?

There is a square switch situated under the black cover on the front-left of the appliance. Please make sure to push this button (it should make a beeping sound) when you first set up the LeveLuk or when replacing the filter. This allows for the correct display on the monitor (liquid crystal display) of all the information stored in the LeveLuk microcomputer. This reset button must be pushed in order for information to be displayed on the LCD screen. It notifies the user when there is too much or too little water, sets off an alarm when heated water passes through by mistake, and informs you to monitor the water flow. By using the reset switch correctly on the LeveLuk, you insure the delivery of safe and healthy water.

### 4, How many years does the electrolysis cell remain effective?

The electrode plate in LeveLuk's electrolysis cell is thicker and larger than other companies' products. The appliance is designed this way in order to increase electrolysis capacity and durability. Another important reason is to guarantee the production of maximum volumes of water. The electrode plates are made of the very highest-quality titanium, plated with platinum. Needless to say, due to this choice of materials, the electrode plates are completely rustproof. The electrolysis cell is to a water production appliance what the engine generator is to a car. We can recommend our products with the utmost confidence because we use only the best materials. Our electrolysis cell and control (PCB)<sup>1</sup> secures a high ORP<sup>2</sup>, and produces safe, healthy and delicious water. The automatic cleaning mechanism ensures that the electrolysis cell is always clean, and it should last 15 years.

#### <sup>1</sup>Control PCB (Print Circuit Board)

A board comprising print circuits that manage various data related to the appliance. Hi-tech components/condenser also built in.

#### <sup>2</sup>ORP (Oxidation Reduction Potential)

Electrical potential needed to reduce or slow down rusting and decay (oxidization). This process is also known as deoxidization. ORP is measured in terms of negative mVs. The ideal ORP level for the human body is said to be between -150mV and -400mV.

### 5, What should I do when I notice a built-up of clusters in my water?

Small amounts of minerals are found in unpurified water (tap water/sewage water). During electrolysis, minerals become concentrated on the minus side of the electrolysis circuit, causing clusters to attach to the electrode plate.

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Leveluk can remove the clusters by reversing the voltage, but sometimes these clusters fall off naturally. When you pour this water into a stainless container or glass, the clusters stick to the bottom and sides. It is difficult to remove these clusters by scraping with metallic objects, etc. Instead, please pour vinegar into the container and leave it for 12 to 15 hours. You could substitute citric acid<sup>1</sup> for vinegar if you like. These clusters are not harmful even if consumed, so please do not worry.

Furthermore, if you set the machine on beauty water (acidic water) , and let the water run for two to three minutes, you can decrease the amount of minerals significantly. Please clean containers that you put Kangen Water® in at least once every three months by the above mentioned method.

#### <sup>1</sup>Citric acid

Citric acid is extracted from apples. It has the ability to dissolve clusters of minerals such as Ca and Mg. An ideal and safe way of cleaning water production appliances is to circulate citric acid through the appliance.

### **6, How is the machine cleaned?**

Leveluk has an automatic cleaning system. The amount of minerals in the supply water, such as Ca and Mg can vary greatly, and mineral<sup>1</sup> clusters inevitably stick to the electrode plates. They can be broken off, however, easily by reversing the electric current (switching the +,-polarity). Mineral clusters attached to the electrode plate decrease the electrolysis capacity of the appliance, resulting in a failure to produce primary Kangen Water®. The amount of minerals attached to the electrolysis cell varies according to the quantity of minerals in the tap water.

Leveluk's automatic cleaning mechanism is activated for 20 seconds when continual electrolysis reaches 15 minutes. When using Leveluk in areas where the water has a high mineral content, change the setting to "beauty water" (2nd from bottom) and turn on the tap slightly so the water is running gently. This will reverse the electric current and remove the crystals in the electrolysis cell after 2-3 minutes. Changing the setting to "beauty water" once a day for 30 seconds is another way to clean the electrolysis cell. The cleaning function is necessary to maximize the life span of the electrolysis cell.

#### <sup>1</sup>Minerals

Ca (calcium), Mg (Magnesium), Na (Sodium), K (Potassium) and other nutrients found in food and water. Minerals found in water are said to be especially good for the health in optimum amounts.

### **7, The upper flexible pipe leaks acidic water when set on beauty care water. How can I stop the leaking?**

Before pouring water through the flexible pipe, you need to take off the scales<sup>1</sup> (mineral clusters) stuck to the electrode plate<sup>2</sup> by reversing the voltage<sup>3</sup>, that is, changing the plus and minus of the electric current. This is necessary for producing proper acidic water. By removing the scales and running acidic water through the flexible pipes even when you are not using acidic water, you can keep the electrode plate clean and increase its durability. Moreover, using the upper flexible pipe makes the appliance easier to use especially when washing your face or pouring water into a plastic bottle.

#### <sup>1</sup>Scales

Ca, Mg, Na, K and other mineral clusters are produced when water is electrolyzed. These clusters are called scales and are not harmful even if consumed.

#### <sup>2</sup>Electrode plate

A metal board that conducts electricity during electrolysis. It is made of titanium and plated in platinum. It has superb electrolysis capacity and high durability.

### **<sup>3</sup>Reversing the voltage**

In order to electrolyze water, the plus and minus of the direct currents must be clear. When mineral clusters get attached to the electrode plate, there is a need to reverse the plus and minus of the current to remove the clusters. This basically sets the appliance on a cleaning function, similar to when it is placed on the "beauty water" setting.

### **8, What if there's no cartridge replacement notice even after a year?**

The display screen on the Leveluk will notify you when the total volume of water produced reaches 1,500 gallons. The microcomputer controls this notification mechanism, please make sure to press the reset switch to activate the microcomputer when you put in a new filter. The reset switch is located on the top right of the cartridge section (inside the black cover on the left). Please press it until it beeps. The microcomputer controls other information for the Leveluk as well, which is why it is critical to remember to press the reset button.

### **9, What optional purification parts are available for the Leveluk?**

We provide a variety of optional accessories to maximize the benefits of Leveluk DX.

#### **Hoses for supplying and discharging water**

Although any length of your choice is available (in 40 inch units), shorter hoses are easier to use for this purpose. The hose offered by our company has special anti-bacterial<sup>1</sup> properties that distinguish them from general products.

#### **Pre-filter**

Useful in the removal of foreign substances such as iron rust, dirt, and sand, especially when the original water supply is from a well. It can also clear lime and helps protect the appliance.

### **<sup>1</sup>Anti-bacterial coating**

All the parts in the Leveluk, but especially those that come in contact with the water in the process of filtering, have had anti-bacterial treatment to avoid any kind of contamination.

### **10, What is the difference between Leveluk's electrolysis cell and those of other companies?**

Electrolysis of water requires high quality electrolysis plates, and the size, thickness, and number of the plates becomes crucial in maintaining durability. The "double cross line" method<sup>1</sup> used by other companies has the appliance's overall durability in mind. In these appliances, two small electrolysis cells are used in turn to provide resting time, but this limits the volume of water than can be produced at one time. Leveluk on the other hand, has five or seven electrolysis plates, the largest number in the industry, and while maintaining durability via their large surface area and thickness, they allow the appliance to produce large volumes of water (maximum Kangen Water<sup>®</sup>: 0.8-2.0 gallons/minute).

Every function, such as supplying voltage according to switching of the pH setting and producing highly acidic water in the same electrolysis cell, is carefully monitored by the microcomputer. It ensures that the appliance can be used safely for a long period of time. We recommend that you produce "beauty water" once a day for at least three minutes to improve the appliance's durability.

### **<sup>1</sup>Double cross line method**

Also referred to as the auto cross changer method. An electrolysis system where the appliance is equipped with two small electrolysis cells in order to enhance durability by alternating the cells with each water flow.

### **11, How does the automatic draining system work?**

Leveluk is equipped with an automatic water-draining system that prevents contamination and proliferation of germs in residue water. The automatic water draining system is activated once the water stops. It takes approximately 30 seconds for all water in the electrolysis cell, water purification cartridge, and all channels to be drained through the hose (grey). Please note that the automatic water draining system is activated when the water

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level drops, and positioning the spout higher than the base of the appliance for any reason (pooling of acidic water in the tank, hanging the hose from a rack because of its length) may result in a failure to discharge residue water. Leaving water behind may cause problems with taste and smell. Please be sure to have the spout hose lower than the appliance before turning the tap off.

**12, The flexible pipe is not allowing for the smooth flow of water. What should I do?**

When the original tap water supply is high in minerals (most often seen with well water), a large amount of crystals are formed in the electrolysis cell. If this progresses, chunks of crystals can become stuck in the net before the flexible pipe, obstructing the water outflow. In order to remove this clog, poke the area with a piece of wire and blow air into the Leveluk from the spout. Please remove the flexible pipe from Leveluk when cleaning in this manner.

**13, What is special about Leveluk's strong acidic water production system?**

Traditionally, strong acidic water could only be produced with large devices for institutional use (at the time, strong acidic water was called hyper acidic water). We thought that it would be highly beneficial for people's hygiene if they could produce and use strong acidic water in their homes. The Leveluk makes it possible to produce fairly large quantities of strong acidic water and strong Kangen Water® at home.

## L. MISC Related Questions

### 1, What is the oxidation-reduction potential (ORP)?

The oxidation reduction potential<sup>1</sup> is the electrical potential needed to reduce or slow down oxidation such as rusting. Kangen Water® must have a negative ORP in order to be considered good, especially for drinking.

ORP is the strength to bond with active oxygen<sup>2</sup> reducing power, and can be measured through electronic designs in the hardware. Although a negative value is desirable for deoxidization power, the actual value varies from region to region. For example, in Osaka city, tap water records an ORP of +580-600mV, but after using Leveluk, the ORP becomes pH9.5 and records the ideal from -150mV to -400mV. When the original water supply's ORP increases, the ORP of Kangen Water® moves in direct proportion. On the Japanese archipelago, Leveluk is capable of producing water with negative levels of ORP at pH9.5 even where original water supply marks the highest positive levels of ORP.

#### <sup>1</sup>Oxidation-reduction potential (ORP)

Electrical potential needed to reduce or slow down rusting and decay (oxidization). This process is also known as deoxidization. ODR is measured in terms of negative mVs. The ideal ODR level for the human body is said to be between -150mV and -400mV.

#### <sup>2</sup>Active oxygen

Also known as free radicals. Medically it is known to enter the body when one's daily rhythm of life or diet goes astray when under stress. It is the type of oxygen that causes illness and aging. Maintaining a daily rhythm will help keep this oxygen from entering your body!

### 2, What is "calcium addition"?

In ancient times, the Japanese archipelago was connected to what is now China, but over the years it broke off and drifted toward the Pacific Ocean. Japan's soil was acidic back then, and since there are many volcanoes along the Sea of Japan, the soil has remained acidic, and has not become neutral or alkaline. As a result, the water in areas toward the Sea of Japan is more acidic than in areas closer to the Pacific Ocean. Although acidic water, which has an astringent effect<sup>1</sup>, is good for the skin if used for everyday chores and facial treatment, it is not suitable for drinking. Even when this water is electrolyzed, it does not produce water with standard pH levels. This water is much better for consumption than unpurified water. The ORP measuring device is the best way to see this for your self, in which case there is a need to add calcium glycerophosphate<sup>2</sup> to the water. By doing so, pH levels can be increased in intervals of 0.5. We recommend that people living in regions on the side of the Sea of Japan add calcium to their water.

#### <sup>1</sup>Astringent effect

Acidic water contains a small amount of chlorine ions and has an astringent effect. This water is good for toning your skin.

#### <sup>2</sup>Calcium glycerophosphate (Calcium powder)

If the pH level does not increase even after electrolyzing water (especially when using well water or tap water in areas toward the Sea of Japan), adding calcium powder will increase the pH level.

### 3, Why doesn't Kangen Water® turn the pH testing solution blue (purple)?

Kangen Water® produces a yellow/green color (neutral reading) in pH testing solutions even if it made on the setting for pH 9.5. This phenomenon is often observed in areas where well water is used. Even water that tests neutral has been through the electrolytic process and has the benefits. This is caused by the carbon dioxide in well water, which is produced from decomposing organic matter. Carbon dioxide readily dissolves in water, making it acidic. Water with carbon dioxide can be electrolyzed, however, the carbon dioxide is neutralized during the process. Therefore

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the water tests neutral on the pH scale. Driving out the carbon dioxide from Kangen Water® will result in the Kangen Water® expressing blue in pH test liquid.

When measuring the pH using a pH testing solution, place a few drops in the flask before pouring in freshly made Kangen Water®. There is carbon dioxide in your Kangen Water® if the color turns blue initially, but eventually turns yellow.

#### **4, Some white bits are floating in the Kangen Water®. What are they?**

Your original tap water supply always contains some minerals. Especially on the pacific side of Japan, including Okinawa, the land is more alkaline and minerals crystallize readily onto the electrolysis plates and some break off into the water. Although they look like foreign substances, there is no harm in drinking these mineral clusters. In order to prevent the mineral clusters from falling into the water, we recommend changing the setting to "acidic water mode" (run reverse voltage) and increase the pressure and quantity of water once or twice a day for 3-4 minutes to clean out the appliance. Because of the caustic lime<sup>1</sup> situation in Okinawa, we recommend people living in this area to use the pre-filter<sup>2</sup> (sold separately).

Depending on the situation, it may be appropriate to use both of filters together. When mineral clusters stick to aluminum or anodized aluminum<sup>3</sup>, it turns brown and becomes difficult to take off. Please refrain from using aluminum or anodized aluminum pans and pots as much as possible.

##### **<sup>1</sup>Caustic lime**

Okinawa is said to exist on top of coral. As a result, the water in Okinawa has a high mineral content.

##### **<sup>2</sup>Pre-filter**

A filter used in situations where the original water supply contains a high percentage of well water or chemical substance. The transparent filter makes it easy to tell when the cartridge needs changing.

##### **<sup>3</sup>Anodized aluminum**

An aluminum alloy often used in household pots.

#### **5, What is the relationship between the oxidation-reduction potential (ORP) and pH?**

The oxidization reduction potential is the electrical potential needed to reduce or slow down rusting and decay (oxidization.) The ORP<sup>1</sup> also represents the reduction capacity to attract active oxygen. The optimum levels for the human body is between -150– -400mV. The ORP is also closely related to pH levels. When the pH increases, the ORP also increases. It is also possible to increase ORP through electrolysis. The value depends greatly on the original water supply. An ideal ORP may not be achieved if the original water has a pH lower than 7.0. Please make sure to examine the properties of your original water, for failure to do so may lead to inexplicable errors.

##### **<sup>1</sup>ORP (Oxidation-Reduction Potential)**

Electrical potential needed to reduce or slow down rusting and decay (oxidization). This process is also known as deoxidization. ODR is measures in terms of negative mVs. The ideal ODR level for the human body is said to be between -150mV and -400mV.

#### **6, What is the white foginess in Kangen Water®?**

The white foginess apparent in Kangen Water® is simply a result of hydrogen gas being released through electrolysis, and does not pose a problem. If you rest the glass for a while the white foginess should disappear.

Research focused on dissolved hydrogen released through electrolysis of water was presented at The Japan Functional Water Association Meeting<sup>1</sup> in late December of 2002. It reported that Kangen Water® is effective in controlling the oxidation of lipids in the body. It also reported that dissolved hydrogen<sup>2</sup> present in the colloidal<sup>3</sup> state has a higher activity level than active hydrogen<sup>4</sup> produced at the instance of reaction. Based on this report, the need for broader data collection and further scientific analysis was recognized.

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### **<sup>1</sup>The Japan Functional Water Association Meeting**

The Japan Functional Water Association Workshop was established on September 13, 2002. In December of the same year, the first Japan Functional Water Association Academic Convention was held in Tokyo.

### **<sup>2</sup>Dissolved hydrogen**

Most commonly measured using a diaphragm polarograph-type dissolved hydrogen electrode. The solubility of dissolved hydrogen is about 1.5mg/L.

### **<sup>3</sup>Colloidal**

Low molecular weight (colloidal) particles dispersed in liquid. Each particle is between 1 $\mu$ m and 0.1 $\mu$ m. The majority of substances that make up organisms are colloidal and have complex movements.

### **<sup>4</sup>Active hydrogen**

Professor Sanetaka SHIRAHATA of Kyushu University announced the "active hydrogen deoxidized water theory" on removing the active hydrogen in Kangen water. Related academic circles are debating whether or not active hydrogen exists in a stable state, given that it is an unstable free radical.

## **7, Can Leveluk be used overseas?**

Leveluk is made to be used in USA. When using Leveluk in other countries, it must be adjusted to the particular voltage (110V-240V) and water quality of the country. Since there are few countries where you can drink tap water straight from the tap, and many countries where the water has extremely high calcium content, we recommend selecting a filter that suits the country. Many laws must be taken into consideration for exporting goods, but individual use overseas is not a problem.

## **8, Are there any cautions regarding the use of Leveluk in cold regions?**

Leveluk is designed for use anywhere, but cold districts especially must be aware how to freeze-proof the device during the winter. When you turn off the water, the Leveluk activates the automatic water draining system and drains the remaining water through the gray hose, thereby ensuring that no water is left in the appliance. Although there have not yet been any reports of accidents or breakdowns caused by freezing, if acidic water is left in the tank intentionally by lifting the hose or if the hose is positioned higher than the bottom of the Leveluk due to space constraints, the automatic water draining system will not operate, and the remaining water may freeze, leading to accidents. Be sure to keep the hose lower than the base of the Leveluk when turning off the water flow.



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