



PT. ENAGIC INDONESIA

Address: THE PLAZA OFFICE TOWER, 22ND FLOOR, JI. M.H. THAMRIN KAV. 28 – 30.
JAKARTA 10350 INDONESIA
Tel: +(62) 212992-3111

Fax: +(62) 212992-8111

Machine Repair Instruction

We are sorry to hear that you are having problems with your machine. It is VERY IMPORTANT for you to follow the instruction below.

CHECK LIST

1. Fill out the repair request form on the customer instruction (please print clearly) and return it with the machine. Please make sure that you are specific on the problem of the machine. The technicians will only go by what is written in this repair request form.

(For deep cleaning, credit card is required. See below for charges.)

2. **REMOVE!!!!** the enhancer tank, diverter, and adapter. (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 the tank, inside the machine and move the machine around or travel with it. If mishandled, the fluids will leak inside the machine and cause damage to the inside. This is not covered under warranty.**

3. Pack the product well to avoid damage during transportation. Please send the repair request form to Enagic Indonesia. PT Office by e-mail or fax. Then we will let our courier company to pick-up the machine at your house.

4. Please give the technician approximately 3 – 5 business days to work on your machine. You are more than welcomed to call the company to check on the status of your machine.

Note: if the technician checks your machine and they determined the unit is not working properly due to calcium build up, a deep cleaning will be done without your permission. This service is not covered under warranty.

Machine	Deep Cleaning	Shipping machine for repair	Shipping the loaner
SD501, & SD501-PT, JrII	IDR 450.000	Shipping cost to Enagic office shall be paid by customers. Return of machine will be bear by Enagic.	Shipping cost to Enagic office shall be paid by customers.
Super 501	IDR 550.000	Shipping cost to Enagic office shall be paid by customers. Return of machine will be bear by Enagic.	N/A

- **Shipping machine for deep cleaning:** Shipping cost shall be paid by customers.
- **Shipping machine for repair:** Shipping cost to Enagic office shall be paid by customers. Return of machine will be bear by Enagic.
- **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, and shipping for products sent in for any services other than repair. For more information please kindly contact the office.