



Enagic India Kangen Water Pvt. Ltd  
The Millennia Tower B, 4<sup>th</sup> Floor, Unit – 401, No. 1 & 2, Murphy Road, Ulsoor, Bangalore 560008  
Phone: +91 80 4650 9900 Fax : +91 80 46509908  
Website: [www.enagic.co.in](http://www.enagic.co.in)

## SENDING THE UNIT TO THE SERVICE DEPARTMENT

### \*INSTRUCTIONS\*

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

### CHECK LIST.

1. Fill out all the customer section on the repair request (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 on this repair request form. (Deep cleaning the 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 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 and gray hose. If your unit is an SD501-U (under the counter unit), please include the control panel except if the unit is coming in for a deep cleaning. (Do not remove these items from the machine)
4. Pack the product well to avoid damage during transportation.
5. Ship the unit to Enagic India Kangen Water Pvt Ltd

Address: The Millennia Tower B. 4<sup>th</sup> Floor, Unit 401, No 1 & 2, Murphy Road, Ulsoor, Bangalore 560008 India  
Phone: +9180 4650 9900  
Attention to: Service and Repair Department

6. Please, give the technician's 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 technicians check your machine and they determined the unit is not working properly due to calcium build up, a deep cleaning will be done. This service is not covered under warranty.

Items not covered by warranty: 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.