

# Distributor Handbook

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## Letter to the New Distributor

Congratulations and welcome to Enagic USA, Inc.! You have made the first step towards success. This booklet contains detailed information regarding the application procedure, 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, you need to call your up line, or your up lines up line (your 6A would be best). Second, you need to check our website as we have many updates, and other general information there. Third, you can call the company to get any assistance that you may need after exhausting the first two options. Keep in mind that you have entered into a preexisting team. You may feel as though you are alone at times, but at those times 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.

**\*\*Please be sure to read this booklet in its entirety before submitting any applications to prevent any issues\*\***

## Distributor Responsibilities

As a distributor you have many responsibilities that are vital not only to your success, but are important in ensuring all interactions with the company are as productive as possible. It is very important to understand that you are not working for Enagic USA, or vice versa, but are your own entity. The role of Enagic USA is simply to fulfill the orders that are produced through your hard work, as well as to provide a foundation and general rules to ensure order amongst all of the "business" owners. 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 educate yourself regarding the machines, health information, commissions, taking complete orders, and general business practices.
2. Being responsible for training and fully educating all distributors in your downline in order to make them fully self-sufficient.
3. All questions should be answered within the group. The company should only be used as a **last resort**. More difficult questions should be directed towards your 6A's. **No one should be told to call the company.**
4. Do not make any health, or false claims. If you have knowledge of anyone making the above claims, please contact the company immediately.
5. No money is allowed to be exchanged in dealing with the water under any circumstances. That includes donations, as well as selling the water.
6. Read, fully understand, and abide by the company's Policies and Procedures.
7. Run your distributorship in an **ethical** manner.

## Instructions for filling out the Application

### Purchasing as a Distributor with a Single Payment

When filling out an application as a new distributor you need to completely fill out and submit the Distributor Agreement and Product Order Form, as well as the Return Policy, and W-9.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to [www.enagic.com](http://www.enagic.com), and clicking on "Products".

### General Information

- You can click on the link above to open the Distributor Agreement and Product Order Form as an Adobe Acrobat file, and fill out **every section** that allows for typing before printing. By doing it this way, it ensures that your application will be filled out in its entirety, and without mistakes. Please fill out all pages of the application using this method. If you need assistance in filling out any form, please go to [www.enagic.com](http://www.enagic.com), and then click on "Products". Next, please find the name of the page you are attempting to fill out and click on "Help" next to the link.
- Make sure **NOT TO FORGET TO SIGN IT** and **HAVE YOUR SPONSOR SIGN IT AS WELL** before submitting it to the company for processing.
- Having the "Sponsor Information" section filled out is very important, and will be needed to ensure your application is complete. You need to have your sponsor's name, telephone number, and distributor ID number filled in.
- Be sure to specify which machine is being purchased in the "Item Ordered" section.
- Check the "Single Payment" box
- Please input the total cost that the buyer is paying. Remember that taxes are only paid in places where there is an office (Los Angeles, Hawaii, Chicago, and New York). Otherwise, the prices will be as stated on the "Product Price List" form.
- There can only be one name listed as the applicant. If more than one name is listed, this may hold up the processing of your application. An example of this is a case where a husband and wife want to be distributors and they write both names on the application. That application will not be processed because we would need only one person as the applicant, one signature on the return policy, and one social security number.

### Specific Information and Explanations

- Credit Card Information: This section is to be filled out by the card holder. It must

include the card holders name and signature if different than the applicant. It also must contain the three digit CVW number. This information must be complete to process the application.

- 6A Support: This section only needs to be filled out if a 6A assists you in closing your sale. In having this section filled out, you are allowing a portion of your commission to go to that 6A. The 6A also needs to submit the "6A Closing Support Commission" form as well in order to receive the 6A support commission. 6A support commission will be paid on all machines except Sun Us. Any 6A can assist in the closing of the sale and receive commission, even one not in your immediate group.
- Alternate Payer: This section is to be filled out only when someone other than the new applicant is paying for the machine. **Anyone can be the buyer's alternate payer.** In the case of a business signing up for distributorship, if the owner's name on the Articles of Incorporation matches the name of the card holder then this section can be left blank.
- Alternate Pick Up: This section is to be filled out only when someone other than the buyer is going to pick up the machine. **Anyone can pick up the machine in the buyers place.**
- The Return Policy needs to be signed by the applicant in the designated areas to ensure full understanding of the policies.
- The W-9 needs to be filled out with the buyers name, address, social security number, signature, and date. The SSN is very important. Without it the buyer cannot be processed as a distributor.

\*Payments accepted consist of Cash, Money Order, Cashiers Check, and Credit Card, and Check (with a credit card number as backup)

### Purchasing as a User with a Single Payment

When filling out and submitting an application for a User, the Product Order Form and Return Policy need to be filled out. A User is someone that would like to purchase a machine only and does not care about doing the business side.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to [www.enagic.com](http://www.enagic.com), and clicking on "Products".

### General Information

- You can click on the link above to open the Product Order Form as an Adobe Acrobat file,

and fill out **every section** that allows for typing before printing. By doing it this way, it ensures that your application will be filled out in its entirety, and without mistakes. Please fill out all pages of the application using this method. If you need assistance in filling out any form, please go to [www.enagic.com](http://www.enagic.com), and then click on "Products". Next, please find the name of the page you are attempting to fill out and click on "Help" next to the link.

- Make sure **NOT TO FORGET TO SIGN IT** and **HAVE YOUR SPONSOR SIGN IT AS WELL** before submitting it to the company for processing.
- Having the "Sponsor Information" section filled out is very important, and will be needed to ensure your application is complete. You need to have your sponsor's name, telephone number, and distributor ID number filled in.
- Be sure to specify which machine is being purchased in the "Item Ordered" section.
- Check the "Single Payment" box
- Please input the total cost that the buyer is paying. Remember that taxes are only paid in places where there is an office (Los Angeles, Hawaii, Chicago, and New York). Otherwise, the prices will be as stated on the "Product Price List" form.
- There can only be one name listed as the applicant. If more than one name is listed, this may hold up the processing of your application. An example of this is a case where a husband and wife want to be distributors and they write both names on the application. That application will not be processed because we would need only one person as the applicant, and one signature on the return policy.

#### Specific Information and Explanations

- **Credit Card Information:** This section is to be filled out by the card holder. It must include the card holders name and signature if different than the applicant. It also must contain the three digit CVW number. This information must be complete to process the application.
- **6A Support:** This section only needs to be filled out if a 6A assists you in closing your sale. In having this section filled out, you are allowing a portion of your commission to go to that 6A. The 6A also needs to submit the "6A Closing Support Commission" form as well in order to receive the 6A support commission. 6A support commission will be paid on all machines **except** Sun Us. Any 6A can assist in the closing of the sale and receive commission, even one not in your immediate group.
- **Alternate Payer:** This section is to be filled out only when someone other than the new applicant is paying for the machine. **Anyone can be the buyer's alternate payer.**
- **Alternate Pick Up:** This section is to be filled out only when someone other than the

buyer is going to pick up the machine. **Anyone can pick up the machine in the buyers place.**

- The Return Policy needs to be signed by the applicant in the designated areas to ensure full understanding of the policies.
- The W-9 does not need to be filled out for a buyer that only wants to be a User and not a Distributor.

\*Payments accepted consist of Cash, Money Order, Cashiers Check, and Credit Card, and Check (with a credit card number as backup)

### Purchasing as a Business with a Single Payment

To purchase a machine as a business with a full payment, the Distributor Agreement and Product Order Form, Return Policy, and W-9 must be submitted. However, in submitting an order as a business, one needs to also submit the Articles of Incorporation for their company in order for the business to be verified. The documentation needs to show the owners name, and the company must be active.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to [www.enagic.com](http://www.enagic.com), and clicking on "Products".

### General Information

- You can click on the link above to open the Distributor Agreement and Product Order Form as an Adobe Acrobat file, and fill out **every section** that allows for typing before printing. By doing it this way, it ensures that your application will be filled out in its entirety, and without mistakes. Please fill out all pages of the application using this method. If you need assistance in filling out any form, please go to [www.enagic.com](http://www.enagic.com), and then click on "Products". Next, please find the name of the page you are attempting to fill out and click on "Help" next to the link.
- Make sure **NOT TO FORGET TO SIGN IT** and **HAVE YOUR SPONSOR SIGN IT AS WELL** before submitting it to the company for processing.
- Having the "Sponsor Information" section filled out is very important, and will be needed to ensure your application is complete. You need to have your sponsor's name, telephone number, and distributor ID number filled in.
- Be sure to specify which machine is being purchased in the "Item Ordered" section.
- Check the "Single Payment" box
- Please input the total cost that the buyer is paying. Remember that taxes are only paid in

places where there is an office (Los Angeles, Hawaii, Chicago, and New York). Otherwise, the prices will be as stated on the "Product Price List" form.

- There can only be one name listed as the applicant. If more than one name is listed, this may hold up the processing of your application. An example of this is a case where a husband and wife want to be distributors and they write both names on the application. That application will not be processed because we would need only one person as the applicant, one signature on the return policy, and one social security number.
- The name of the owner on the Articles of Incorporation, or SS-4 forms must match the name written on the financing form.

#### Specific Information and Explanations

- Credit Card Information: This section is to be filled out by the card holder. It must include the card holders name and signature if different than the applicant. It also must contain the three digit CVV number. This information must be complete to process the application.
- 6A Support: This section only needs to be filled out if a 6A assists you in closing your sale. In having this section filled out, you are allowing a portion of your commission to go to that 6A. The 6A also needs to submit the "6A Closing Support Commission" form as well in order to receive the 6A support commission. 6A support commission will be paid on all machines except Sun Us. Any 6A can assist in the closing of the sale and receive commission, even one not in your immediate group.
- Alternate Payer: This section is to be filled out only when someone other than the new applicant is paying for the machine. **Anyone can be the buyer's alternate payer.** If the buyer is paying his/her own down payment, but someone else is paying the monthly payments, the Alternate Payer Information section needs to be filled out on the finance form only. If the owner's name on the Articles of Incorporation matches the name of the card holder then this section can be left blank.
- Alternate Pick Up: This section is to be filled out only when someone other than the buyer is going to pick up the machine. **Anyone can pick up the machine in the buyers place.**
- The Return Policy needs to be signed by the applicant in the designated areas to ensure full understanding of the policies.
- The W-9 needs to be filled out with the buyer's name, address, tax ID number (EIN), signature, and date. The EIN is very important. Without it the buyer cannot be processed as a distributor.

\*Payments accepted consist of Cash, Money Order, Cashiers Check, and Credit Card, and Check (with a credit card number as backup)

## Purchasing as a Distributor with Enagic Financing

Enagic allows buyers to finance their machine in cases where a full payment cannot be made. Generally what is needed is a small down payment, and the financing application with the buyer agreeing to the monthly payments that must be made until the machine has been paid in full. In addition to that, the Distributor Agreement and Product Order Form, Return Policy, and W-9 must be submitted.

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### General Information

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- Make sure **NOT TO FORGET TO SIGN IT** and **HAVE YOUR SPONSOR SIGN IT AS WELL** before submitting it to the company for processing.
- Having the "Sponsor Information" section filled out is very important, and will be needed to ensure your application is complete. You need to have your sponsor's name, telephone number, and distributor ID number filled in.
- Be sure to specify which machine is being purchased in the "Item Ordered" section.
- Check the "Single Payment" box
- Please input the total cost that the buyer is paying. Remember that taxes are only paid in places where there is an office (Los Angeles, Hawaii, Chicago, and New York). Otherwise, the prices will be as stated on the "Product Price List" form.
- There can only be one name listed as the applicant, if more than one name is listed, this may hold up the processing of your application. An example of this is a case where a husband and wife want to be distributors and they write both names on the application. That application will not be processed because we would need only one person as the applicant, one signature on the return policy, and one social security number.

- There can only be one name listed as the applicant. If more than one name is listed, this may hold up the processing of your application. An example of this is a case where a husband and wife want to be distributors and they write both names on the application. That application will not be processed because we would need only one person as the applicant, one signature on the return policy, and one social security number.

#### Understanding the Enagic Payment – Automatic Payment Application

- Please understand that a person can only finance **one** machine at a time through Enagic Financing. One must wait until the payments have been paid in full before financing another machine. That includes someone that is attempting to become an alternate payer for someone else.
- If you are filling out the financing form to apply for financing for yourself, please fill out the Applicant Information section. If you are simply agreeing to pay someone's monthly payments for them, please fill out the Alternate Payer Information section. Please note that even in the event that there is an alternate payer, both the Applicant Information and Alternate Payer Information sections must be filled out to completion.
- Please be sure to specify the monthly payment amount based on what is written on the Enagic Payment System Chart (which can be found on the website). Also, specify the number of payments that will need to be made to complete the financing.
- Please specify a withdrawal date. You can choose from either the 1<sup>st</sup> or 15<sup>th</sup> of every month. Also, please choose a start date and end date. The start date will be the date the first payment will be made, and the end date will be the date of the last overall payment. Please note that you can choose to start at any three intervals following the date the application is submitted as long as the date is the 1<sup>st</sup> or 15<sup>th</sup>. (For example, if you are submitting an application on January 4<sup>th</sup>, you can choose to enter a January 15<sup>th</sup>, February 1<sup>st</sup>, or February 15<sup>th</sup> start date. If you are submitting an application on January 22<sup>nd</sup>, you can choose to enter a February 1<sup>st</sup>, February 15<sup>th</sup>, or March 1<sup>st</sup> start date.)
- In terms of payment, please fill out either the credit card information, or bank account information. **Do not fill out both!** Please be sure to attach a voided check if you are using a checking account for your monthly payments.
- Please read the Notice to Applicants section to ensure full understanding before signing the financing form.

#### Specific Information and Explanations

- Credit Card Information: This section is to be filled out by the card holder. It must

include the card holders name and signature if different than the applicant. It also must contain the three digit CVW number. This information must be complete to process the application.

- 6A Support: This section only needs to be filled out if a 6A assists you in closing your sale. In having this section filled out, you are allowing a portion of your commission to go to that 6A. The 6A also needs to submit the "6A Closing Support Commission" form as well in order to receive the 6A support commission. 6A support commission will be paid on all machines except Sun Us. Any 6A can assist in the closing of the sale and receive commission, even one not in your immediate group.
- Alternate Payer: This section is to be filled out only when someone other than the new applicant is paying for the machine. **Anyone can be the buyer's alternate payer.** If the buyer is paying his/her own down payment, but someone else is paying the monthly payments, the Alternate Payer Information section needs to be filled out on the finance form only.
- Alternate Pick Up: This section is to be filled out only when someone other than the buyer is going to pick up the machine. **Anyone can pick up the machine in the buyers place.**
- The Return Policy needs to be signed by the applicant in the designated areas to ensure full understanding of the policies.
- The W-9 needs to be filled out with the buyers name, address, social security number, signature, and date. The SSN is very important. Without it the buyer cannot be processed as a distributor.

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### Purchasing as a Business with Enagic Financing

Enagic allows buyers to finance their machine in cases where a full payment cannot be made. Generally what is needed is a small down payment, and the financing application with the buyer agreeing to the monthly payments that must be made until the machine has been paid in full. In addition to that, the Distributor Agreement and Product Order Form, Return Policy, and W-9 must be submitted. However, in submitting an order as a business, one needs to also submit the Articles of Incorporation for their company in order for the business to be verified. The documentation needs to show the owners name, and the company must be active.

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#### General Information

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- Make sure NOT TO FORGET TO SIGN IT and HAVE YOUR SPONSOR SIGN IT AS WELL before submitting it to the company for processing.
- Having the "Sponsor Information" section filled out is very important, and will be needed to ensure your application is complete. You need to have your sponsor's name, telephone number, and distributor ID number filled in.
- Be sure to specify which machine is being purchased in the "Item Ordered" section.
- Check the "Enagic Payment" box
- Please input the total cost that the buyer is paying. Remember that taxes are only paid in places where there is an office (Los Angeles, Hawaii, Chicago, and New York). Otherwise, the prices will be as stated on the "Product Price List" form.
- There can only be one name listed as the applicant. If more than one name is listed, this may hold up the processing of your application. An example of this is a case where a husband and wife want to be distributors and they write both names on the application. That application will not be processed because we would need only one person as the applicant, one signature on the return policy, and one social security number.
- The name of the owner on the Articles of Incorporation, or SS-4 forms must match the name written on the financing form.

#### Understanding the Enagic Payment – Automatic Payment Application

- Please understand that a company can only finance **one** machine at a time through Enagic Financing. One must wait until the payments have been paid in full before financing another machine.
- Please fill out the Business Contact Information section to completion, being careful not to leave any applicable sections blank.
- Please completely fill out the Business and Credit Information section to completion.

Checking and/or credit card information (in the "Other" section) can be used for monthly payments. Please "RT" in the routing number. "AT" is the account number.

- Please be sure to specify the monthly payment amount based on what is written on the Enagic Payment System Chart (which can be found on the website). Also, specify the number of payments that will need to be made to complete the financing.
- Please specify a withdrawal date. You can choose from either the 1<sup>st</sup> or 15<sup>th</sup> of every month. Also, please choose a start date and end date. The start date will be the date the first payment will be made, and the end date will be the date of the last overall payment. Please note that you can choose to start at any three intervals following the date the application is submitted as long as the date is the 1<sup>st</sup> or 15<sup>th</sup>. (For example, if you are submitting an application on January 4<sup>th</sup>, you can choose to enter a January 15<sup>th</sup>, February 1<sup>st</sup>, or February 15<sup>th</sup> start date. If you are submitting an application on January 22<sup>nd</sup>, you can choose to enter a February 1<sup>st</sup>, February 15<sup>th</sup>, or March 1<sup>st</sup> start date.)
- Please have at least two of the three requested references filled out.
- If your company has ever filed for bankruptcy please state so. If you or your company has ever had a former name, please state so as well.
- Please read the Notice to Applicants section to ensure full understanding before signing the financing form.

#### Specific Information and Explanations

- Credit Card Information: This section is to be filled out by the card holder. It must include the card holders name and signature if different than the applicant. It also must contain the three digit CVW number. This information must be complete to process the application.
- 6A Support: This section only needs to be filled out if a 6A assists you in closing your sale. In having this section filled out, you are allowing a portion of your commission to go to that 6A. The 6A also needs to submit the "6A Closing Support Commission" form as well in order to receive the 6A support commission. 6A support commission will be paid on all machines except Sun Us. Any 6A can assist in the closing of the sale and receive commission, even one not in your immediate group.
- Alternate Payer: This section is to be filled out only when someone other than the new applicant is paying for the machine. **Anyone can be the buyer's alternate payer.** If the buyer is paying his/her own down payment, but someone else is paying the monthly payments, the Alternate Payer Information section needs to be filled out on the finance form only. If the owner's name on the Articles of Incorporation matches the

name of the card holder then this section can be left blank.

- Alternate Pick Up: This section is to be filled out only when someone other than the buyer is going to pick up the machine. **Anyone can pick up the machine in the buyers place.**
- The Return Policy needs to be signed by the applicant in the designated areas to ensure full understanding of the policies.
- The W-9 needs to be filled out with the buyer's name, address, tax ID number (EIN), signature, and date. The EIN is very important. Without it the buyer cannot be processed as a distributor.

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### Purchasing as a User with Enagic Financing

Enagic allows buyers to finance their machine in cases where a full payment cannot be made. Generally what is needed is a small down payment, and the financing application with the buyer agreeing to the monthly payments that must be made until the machine has been paid in full. In addition to that, the Product Order Form, and Return Policy must be submitted. The Product Order Form as well as all other forms can be accessed on our website by going to [www.enagic.com](http://www.enagic.com), and clicking on "Products".

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- Make sure NOT TO FORGET TO SIGN IT and HAVE YOUR SPONSOR SIGN IT AS WELL before submitting it to the company for processing.
- Having the "Sponsor Information" section filled out is very important, and will be needed to ensure your application is complete. You need to have your sponsor's name, telephone number, and distributor ID number filled in.
- Be sure to specify which machine is being purchased in the "Item Ordered" section.

- Check the “Enagic Payment” box
- Please input the total cost that the buyer is paying. Remember that taxes are only paid in places where there is an office (Los Angeles, Hawaii, Chicago, and New York). Otherwise, the prices will be as stated on the “Product Price List” form.
- There can only be one name listed as the applicant. If more than one name is listed, this may hold up the processing of your application. An example of this is a case where a husband and wife want to be distributors and they write both names on the application. That application will not be processed because we would need only one person as the applicant, and one signature on the return policy.
- The name of the owner on the Articles of Incorporation, or SS-4 forms must match the name written on the financing form.

#### Understanding the Enagic Payment – Automatic Payment Application

- Please understand that a person can only finance **one** machine at a time through Enagic Financing. One must wait until the payments have been paid in full before financing another machine. That includes someone that is attempting to become an alternate payer for someone else.
- If you are filling out the financing form to apply for financing for yourself, please fill out the Applicant Information section. If you are simply agreeing to pay someone’s monthly payments for them, please fill out the Alternate Payer Information section. Please note that even in the event that there is an alternate payer, both the Applicant Information and Alternate Payer Information sections must be filled out to completion.
- Please be sure to specify the monthly payment amount based on what is written on the Enagic Payment System Chart (which can be found on the website). Also, specify the number of payments that will need to be made to complete the financing.
- Please specify a withdrawal date. You can choose from either the 1<sup>st</sup> or 15<sup>th</sup> of every month. Also, please choose a start date and end date. The start date will be the date the first payment will be made, and the end date will be the date of the last overall payment. Please note that you can choose to start at any three intervals following the date the application is submitted as long as the date is the 1<sup>st</sup> or 15<sup>th</sup>. (For example, if you are submitting an application on January 4<sup>th</sup>, you can choose to enter a January 15<sup>th</sup>, February 1<sup>st</sup>, or February 15<sup>th</sup> start date. If you are submitting an application on January 22<sup>nd</sup>, you can choose to enter a February 1<sup>st</sup>, February 15<sup>th</sup>, or March 1<sup>st</sup> start date.)
- In terms of payment, please fill out either the credit card information, or bank account information. **Do not fill out both!** Please be sure to attach a voided check if you are

using a checking account for your monthly payments.

- Please read the Notice to Applicants section to ensure full understanding before signing the financing form.

#### Specific Information and Explanations

- Credit Card Information: This section is to be filled out by the card holder. It must include the card holders name and signature if different than the applicant. It also must contain the three digit CW number. This information must be complete to process the application.
- 6A Support: This section only needs to be filled out if a 6A assists you in closing your sale. In having this section filled out, you are allowing a portion of your commission to go to that 6A. The 6A also needs to submit the "6A Closing Support Commission" form as well in order to receive the 6A support commission. 6A support commission will be paid on all machines except Sun Us. Any 6A can assist in the closing of the sale and receive commission, even one not in your immediate group.
- Alternate Payer: This section is to be filled out only when someone other than the new applicant is paying for the machine. **Anyone can be the buyer's alternate payer.**
- Alternate Pick Up: This section is to be filled out only when someone other than the buyer is going to pick up the machine. **Anyone can pick up the machine in the buyers place.**
- The Return Policy needs to be signed by the applicant in the designated areas to ensure full understanding of the policies.
- The W-9 does not need to be filled out for a buyer that only wants to be a User and not a Distributor.

\*Payments accepted consist of Cash, Money Order, Cashiers Check, and Credit Card, and Check (with a credit card number as backup)

#### Signing Up as a Tokurei (Good Samaritan)

A Tokurei (Good Samaritan) is someone who may be unable to purchase the machine, but still would like to join the company and work as a distributor. That person will primarily function as a "partial" distributor in that although they are able to go out and sell machines, they will only receive partial commission. This will be explained in further detail below.

#### Understanding the Tokurei System

To sign up as a Tokurei, a person must submit their application (which should include the Distributor Agreement and Product Order Form, Agreement of Special Payment Plan, a copy of a drivers license\*, Return Policy, and W-9), along with the application of someone that is purchasing the machine either by full payment or Enagic Financing. The Tokurei will sponsor the buyer, and therefore will start with one sale, or one 1A leg.

- When signing up as a Tokurei, one needs to select which machine they are working towards when filling out the application.
- A Tokurei will not receive their machine until enough commission has been accumulated to fully cover the cost of the machine\*\*.
- As a Tokurei, every time a sell is made within the 8 points, part of the commission will be placed toward the Tokurei's selected machine. For example, if a Tokurei were to sell an SD501 machine as a full payment, where the normal commission minus the SP bonus would be \$235, that person would receive \$160. The \$75 that was not paid would be saved and put towards the Tokurei's machine.
- A Tokurei can upgrade the machine that was chosen, but cannot downgrade. For example, if one was to initially choose to work towards obtaining the Sun Us machine, and then decided that they wanted any higher level machine, then that would be alright. However, if one was to choose the SD501 initially, and then decided that they wanted any lower level machine, that would not be allowed under any circumstances.
- SP will not be counted for the distributor while using the Tokurei plan.
- Once it has been decided to use the Tokurei plan, a distributor cannot do Enagic Financing. The only ways to complete the Tokurei plan are to either accumulate enough commission to fully cover the total costs of the machine chosen, or pay the complete balance minus what has already been accumulated from commissions.
- A person using the Tokurei plan will receive full commission minus the amount withheld in the event of a machine sold and paid for in full. In the event of a sale using Enagic Financing, no commission will be given until that sale has been paid in full.
- If a distributor already has an account, he/she cannot sign up as a Tokurei for a second or third account. Signing up as a Tokurei is only allowed for individuals signing up with Enagic for the first time.
- Customers who are under the Tokurei program are not allowed to sign as an alternate payer for the monthly payments of someone who is financing. A Tokurei is also not allowed to sign as an alternate payer for the down payment of someone who is financing.
- Any distributor under the Tokurei plan will not be allowed to purchase a second until the

Tokurei is paid off.

- Distributors signing up using a business name are not allowed to sign up as a Tokurei.
- **Please fully read the Agreement of Special Payment Plan form.**

Tokurei Commission Withheld by Machine

Sun Us	\$20
JR II	\$75
DXII	\$75
SD501	\$75
Anespa	\$75
Super 501	\$150

\*A Passport, State ID, or Green Card can be used as well.

\*\*Tax will be added if the machine is purchased in a state that has an Enagic office.

※ A \$50 charge will be assessed for all applications not submitted correctly.

## Enagic Financing (ECS)

### Common Questions

Q: What do I need to do if I need to skip a payment?

A: If a payment needs to be skipped, please contact the ECS department 3-4 business days before you are scheduled to make your monthly payment. You will be assessed a \$20 skip payment fee upfront for each time a payment must be skipped. Customers are only allowed to skip a payment 3 times maximum. If you do not have a debit/credit card, please mail a check for \$20 to the ECS department. The payment must be received before the scheduled due date. Understand that we are not able to stop or make any changes to payments on the due date.

Q: I have already signed up for financing but I would like to pay off my machine. How do I do this?

A: After signing up for Enagic Financing, to pay off the balance you need to contact the ECS department at (310)532-4262. You can pay off the machine over the phone with your credit/debit card. You may also mail in a check as well. However, please be aware that the installment fee is non-refundable for early payoffs.

Q: There is a late fee on my monthly statement. Why have I been charged this fee, and how can I have it removed?

A: A late fee will show on your account when a monthly payment has been paid late, or missed. Please understand that late fees will not be waived at any time for any reason.

Q: I have received a statement from Enagic, but my down payment was not reflected on it. Why is that?

A: The amount shown on your statement displays how much you have financed with us. If you have any questions regarding this, please contact the sales office, or direct upline for more information.

### General Information

- Please understand that a person can only finance **one** machine at a time through Enagic Financing. One must wait until the payments have been paid in full before financing another machine. That includes someone that is attempting to become an alternate payer for someone else.
- The individual applying for financing is responsible for fully reading and understanding the application and the terms and conditions.
- No one is allowed to sign any documentation for anyone else. Doing so will result in the

freezing of your distributor account.

- Please have your Distributor ID # ready when calling in to speak to the ECS department.
- Please be sure to notify Enagic before your credit card expires to ensure that no late fee is applied to your account.
- Notify the company if anything changes such as your address, telephone number, or financial information (if financing)
- If a check has been given to the Finance Department for a payment, please make sure the check has been cashed.
- A voided check is needed when submitting an application that is applying for Enagic Financing and paying with a bank account. If you do not receive checks from your bank we will need a verification letter from your bank in order to prove that you have an account with them. Currently we only accept checking accounts but not savings accounts.

## General Commission Information

### Common Questions

Q: How long will it take to get my commission check?

A: Commission checks are sent out 10 Business Days after the order has been processed. However, since checks are issued daily, assuming you submit an application everyday, you will receive a check everyday.

Q: How long after my downlines' machine is paid off do I need to wait to receive my commission check?

A: It can take up to 4 weeks before the commission check is processed and issued after a machine has been paid off.

Q: What do I have to do to get a check reissued?

A: You simply need to call and notify the commissions department. However, you will be charged \$25 for **each** reissued check if you request to have a check reissued within 13 days after the original check was issued. For multiple reissue requests regarding the same check, a \$25 fee will be charged after the second request.

Q: How can I change my address so I can get my checks elsewhere?

A: You will need to submit a "Change of Address" form. It can be found on the Enagic website in the "Products" section. Please fill it out in its entirety before submitting.

Q: Why have my checks been offset?

A: Checks can be offset for many reasons. One reason may be due to a cancellation in your downline. If an order is cancelled, commission must be returned from everyone that it was issued to within the eight points. At times, the commissions department will ask for a check to be returned in the form of a letter. Other times, however, they will simply offset a future commission check. Another reason may be due to bankruptcy. Bankruptcy is treated the same as a cancellation.

Q: How can I put a stop-payment on the commission check of someone in my downline?

A: Upline's are not allowed to put a stop-payment on any of the commission checks of anyone in their downline.

Q: "I live really close". Or, "I'll be in town". Can I come to the office and pick up my commission check?

A: All commission checks must be sent via USPS. They cannot be picked up for any reason, or sent via any other means such as UPS or FedEx.

Q: I sold a machine in (input country). Where will my commission check come from?

A: The Los Angeles Office only issues commission checks for machines sold in North America.

Questions regarding commission for any machine sold in another country will have to be submitted to the office in that region.

Q: My downline should have completed the monthly payments for the machine. Why haven't I received my commission check yet?

A: If a downline does not complete their monthly financing payments commission will not be issued to the upline. If you are concerned about this issue, please contact your downline. It is the responsibility of the upline to keep in contact with their group to eliminate any issues.

### General Information

- Please wait at least 2 weeks before calling to ask about any missing commission checks.
- For any questions regarding the 8 point system, please contact your upline, attend a compensation seminar, or purchase a Compensation Plan brochure from the Enagic website before contacting the company.
- Contact the company to submit any W-9's before making any sales. Any sales made before a W-9 is submitted will not be paid commission. This is very important as it is for tax purposes.

### Filter Commission

Regular Filter	\$6/Point
High Grade Filter	\$7/Point
Anespa Outer Filter	\$6/Point
Anespa Ceramic Filter	\$19/Point

### Filter Commission (During Annual Sale)

Regular Filter	\$3/Point
High Grade Filter	\$4/Point

\*Filter commission will be issued once the amount accumulated reaches more than \$300.

## Processing

### General Information

- Nicknames are not allowed on the application. The name written on the Distributor Application must be the same as what is written on the W-9 and Enagic Financing forms.
- All products are shipped via UPS, and therefore can not be shipped to P.O. Boxes. Please write a physical address as the alternate shipping address in order to ensure the machine arrives at the correct destination.
- If a machine is purchased in a state with an Enagic office, tax must be paid for that state. If a machine is purchased in a state with an office but being shipped to another state, proof of residence in the other state must be submitted with the application in order to avoid paying sales tax for that state.
- If the applicants name and the name on the bank account or card used to pay for the unit are not the same, the alternate payer section must be filled out. Even if it is the same person with a different name, the alternate payer section must be filled out. An example of this is, if a person is purchasing a machine under their company name, but paying with their personal credit card or bank account, they would need to fill out the alternate payer section. An exception would apply if their name on the credit card matches the name of the owner listed on the Articles of Incorporation.
- In the section that says "Register the applicant as [ ]", the sponsor needs to state what line the sale will be under. For example, if the sponsor has 7 sales previously, they need to write the number 2 to signify that the new sale will create a 2A leg for them. If the sponsor has 14 sales previously, they can choose to either make the new sale their 2A or 3A leg.
- When filling out the application, be sure the write the Cardholders Name in the payment section, even if the payer and the applicant are the same person.
- A driver's license and date of birth are needed in order for the applicant to be processed as a distributor. If this information is not provided, the applicant will be processed as a user.

## Special Points (SP)

SP is an additional bonus payment that is issued whenever a direct sale is made by a distributor (except for Tokurei distributors). The SP bonus last for 3 months, and will discontinue automatically unless another direct sale is made. If a direct sale is made while still in the SP bonus period, the date of expiration will be changed to three months from the date the direct sale order is processed. If a sale is not made and the bonus period is allowed to stop, it can be resumed at any time by simply making a direct sale. SP is paid on all sales within 8 points during the bonus period. The payments are multiplied by rank. For example, if a person is a 3A and sells the SD501, they will receive \$150.

### SP Bonus Per Machine

SD501	\$50
DXII	\$30
JR II	\$25
Sun Us	\$25

## General Information

- In countries where there is no official Enagic office, sales can be made. However, those applicants will only be allowed to be USERS, and therefore will be unable to sell to other to others. If, however, an Enagic office opens in said country, those persons will become full distributors and will allowed to sell to others.
- 6A's who are the direct sponsor of a sale are not allowed to fill out the 6A support section of the application.
- To do a name change, you must send in the name change form by fax, mail, or email. Your 6A must sign off on the change, and a \$50 fee will be assessed.
- To do an address change, you must simply send in the change of address form.
- "Stealing" sales from others, even those within your group are strictly forbidden and can result in the freezing of future commissions of the individual conducting the unethical practice.
- Enagic USA, Inc. will not get involved in distributor disputes. All disputes must be discussed and handled through your 6A. If the issue in question involves your 6A, the person a higher level up must be contacted. 6A level and above distributors should call to company in the event that they are unable to resolve the dispute.

## Trouble Shooting Guide

### **1. I cannot connect the adapter to my faucet. What do I do?**

Our company sends the most common sized adapters with every machine that is ordered. If none of the adapters fit, unfortunately these are the only adapters we have. The next step would be to find an adapter at your local hardware store that fits your faucet on one end, and fits one of our adapters on the other in order to connect the diverter to the faucet. If you are unable to find an adapter that is compatible with your faucet or our machine, you will have to connect it to a different faucet. The female adapter size is 7/8-27 and the male adapter size is 15/16-27.

### **2. When do I Change my Filter?**

To check if the filter needs replacement you should use a chlorine tester to check and see if chlorine is being removed. The machine will alert you to replace the filter when it is necessary, usually a little after 3,000 gallons of water has been run through it. If you have reached a years point and you have not received a signal to replace your filter we recommend you change the filter at that time. Remember to hit the reset button after changing the filter so that the machine recognizes a new filter has been put in and starts the count over.

### **3. How often should I clean my machine with a cleaning cartridge?**

We recommend you clean your machine every 2-4 months with a cleaning cartridge depending on the quality of your water and usage. The more water you produce, the more often and sooner you will have to clean your machine. Calcium is attracted to our plates and tends to build up inside of the machine. If not removed in a timely matter, your flow from your flexible hose will be restricted, and if left too long, you could ruin your plates.

### **4. Does Enagic offer any solution for customers whose machines are built up with calcium and water will not run through?**

If at any time your machines water flow is restricted or more water is flowing from the gray hose than the flexible pipe, you can send your machine in to the Service Department and have it deep cleaned. Deep cleanings are not covered under your warranty so you will be required to pay for the service and shipping if necessary. Cost: \$35.00 SD501, DX, DXII, SUN US, JR11. \$70.00 Super 501

### **5. My machine is not producing the right pH levels. What do I do?**

The first step is to control the pressure of the water. The faster you run the water the lower the pH will be. The slower you run the water the higher the pH will be. If the pH levels have not improved after controlling the flow, then you should test the pH level of the supply water. The supply water pH determines what pH you will get when it runs through the machine. If the pH is testing acidic, you may need to send your machine in to have it calibrated. Most of the time this is required when you are using well water and it is acidic or contains carbon acidic gases. When using well water the pH levels will vary depending on the quality of your water.

### **6. How do you know if your water contains Carbon Acidic Gas?**

If your water contains carbon acidic gas, once you run the water through the machine and test the pH level, it will first turn purple on 9.5 setting and then turn immediately back to whatever the pH level of your source water. Despite this, Kangen Water retains many of its characteristics, such as good taste, and is good for your health.

### **7. My machine is alerting me to change the filter, but I have not had the filter that long. How do I know if it needs to be changed?**

To check if your filter is working properly, first you will need to purchase a chlorine tester. Put your machine on the Clean Water mode, and run the water. Gather about two inches of water and use 2-3 drops of the tester. If the water turns yellow after putting the drops in, then it is necessary for you to replace your filter. If it stays clear, then you can continue to use the filter inside of the machine. You can hit the filter reset button to stop the alert and remember to check for chlorine periodically.

### **8. How do you travel with your machine without harming it?**

When traveling with your machine remember to take the electrolysis enhancer tank out if applicable. If you leave the tank in and your machine is damaged by enhancer, the repair is not covered under your warranty. Keep both hoses attached, leave the filter attached, and keep it sitting upright. Do not lay your machine down at anytime. Try to drain as much water out of your machine as possible by letting the gray and white hose hang over the counter-top with a bucket underneath so that the water drains into it.

### **9. My machine is leaking from the side where the filter is attached. What should I do?**

The first step is to check and make sure the filter is attached properly. Take the filter out,

turn the nozzle to the remove position, and pull the filter out. Check to see how many rubber black o-rings are on the bottom. There should only be one in each hole. If there are more than two rings on the filter it will leak. If that is not the cause of the leakage call Technical Support for further assistance.

**10. Should the cylinder above the Electrolysis Tank be in the open or closed position?**

The cylinder located above the tank is the Calcium Adding Cylinder. That cylinder should stay in the closed position at all times. Leaving it in the open position may cause leakage from the right side of the unit.

**11. How do I know if I need to add calcium?**

It isn't necessary for you to add calcium if you are able to produce Kangen Water. Most areas where calcium is needed are areas that do not contain enough healthful minerals needed to ionize the water.

**12. Is it ok to add calcium if you want extra calcium in your water?**

It is ok to add calcium but, if it isn't necessary you will experience a higher than normal pH level, and your machine will tend to build up with calcium sooner than expected. You will most likely have to send your machine in for a deep cleaning more often or have to clean it with a cleaning cartridge more often.

**13. Will the machine work if I have a water softener?**

Yes, the machine will work with a water softener. It is actually good to have a softener to prevent build-up from occurring quickly within your machine.

**14. My water looks very cloudy. Is that normal?**

Yes, it is normal for Kangen water to come out cloudy. Sometimes it will be cloudier than others. That is because depending on the flow of the water you will have more or less cloudiness in the water. The cloudiness occurs from the hydrogen gas that is being produced when the water is being electrolyzed.

**15. What are the filters that are inside of the machines made of?**

The filters inside of the machines are made of granulated activated charcoal and calcium sulfite.

**16. What is Electrolysis Enhancer Damage?**

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 circuitry. The damage that occurs is **not covered** under your warranty and can be very expensive depending on the damage. Please remember to remove the enhancer tank if filled when traveling to prevent this from occurring.

**17. 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, and when chilled the ORP will change but the pH will remain the same for up to a week based on the quality of water.

**18. How long does the ORP last in the water?**

The ORP will change back to its original ORP after about eight hours of producing the water. For best results, it is best to drink the water straight out of the machine.

**19. How do I produce clean water out of my SUN US?**

In order to produce clean water from your SUN US, you must first turn the power off. Make sure the diverter is in the Ion position and turn your faucet on. Let the water run with the power off so that it is only filtered, not ionized.

**20. How often does the machine go into a notice of cleaning?**

The machine will clean itself out after a total of 15 minutes of usage, when you switch from strong acidic water to any of the other types of waters, and when your machine has been sitting for a 24 hour period or more. Whenever you see "Notice of Cleaning," turn the faucet on while the diverter is in the Ion position and allow the water to run until the cleaning notice goes away. This usually takes about 30 seconds. This procedure is necessary for the maintenance of the machine.

**21. My machine is stuck on the cleaning cycle. What do I do?**

Whenever your machine gets stuck on a cleaning cycle, it is very possible you may have calcium build up inside. When this happens, the first step will be to turn the water on and see if it eventually goes away. If the signal does not go away, and if you have done your cleanings with a cleaning cartridge regularly, we recommend that you send it in to the Service Department to have it examined.

**22. Can I make my own Electrolysis Enhancer?**

We do not recommend you make your own enhancer. The density of the enhancer has to be specific. If too strong your machine may eventually clog up and crystallization may occur within, ruining your internal parts. If the solution made is too weak, you will not produce the correct pH level. If damage occurs it will not be covered under your warranty. To be safe, it is best you use the products provided by Enagic.

**23. Does the Super 501 use all 12 plates to produce the water at all times?**

The Super 501 has a total of 12 plates but they are split into two groups, 5 plates and 7 plates. Five plates are used to produce Kangen water, and seven plates are used to produce strong acidic water and strong Kangen water. The Super 501 is able to produce a greater quantity of strong acidic water and strong Kangen water.

**24. What is the purpose of the Ion Exchange Cartridge?**

The Ion Exchange Cartridge is like a miniature water softener. It helps reduce the hardness in water, and reduces the calcium magnesium levels. We recommend you use the Ion Exchange Cartridge if you live in an area in which the water contains a high mineral content, or hard water and you do not have a water softener to help with the hardness.

**25. Is the calcium additive provided by Enagic organic or inorganic?**

The calcium additive provided by Enagic is inorganic. You can use any type of granulated calcium, inorganic or organic, to add to the cylinder when needed. It will not harm the machine, but it is very important that you regularly maintain the cleanliness of the machine to prevent calcium build up.

**26. I accidentally ran hot water through my machine. Did I ruin it?**

Running hot water through the machine most likely would not ruin the machine, but it does ruin the filter. Depending on the length of the time the water was run through the machine, your filter could be ruined. The particles that are captured during filtration will come out into the water after hot water has been run through the filter.

**27. Does our filter remove chloramines?**

Yes and no. Our filter does remove chloramines for a short time. Once chloramines enter the filter it begins to stick to the sides of the filter. As long as there is space for the chloramines to stick, it will be removed from the water. However, once there is no more

space they will not be removed and will remain in the water. Your filter life will be slightly shorter if your water contains chloramines.

**28. Does Enagic offer a solution for Chloramines?**

We offer a KDF filter, but it is not a long term solution because it will eventually test for chloramines the same as the inner filter.

**29. I just purchased my machine and was producing Strong Acidic Water and the solution was used up very quickly....why?**

The first time you use the electrolysis enhancer it usually gets used very quickly. That is due to the machine being new, and the solution having never been run through the connecting pipes. You will notice that the next bottle doesn't get used as quickly. Do not be alarmed as this is all normal.

**30. How often do I have to replace the Enhancer?**

This is based on how much strong acidic and strong Kangen water you produce, the quality of the water, and the flow. The slower you run the water the better the pH level will be, but more of the solution will be used.

**31. Will the machine work if I have Reverse Osmosis?**

No, our machine is unable to work with Reverse Osmosis (RO) unless the healthful minerals are added back to the water after running through the RO. RO removes everything from the water and leaves you with dead water. Therefore there are none of the minerals that are needed to ionize.

**32. The voice prompt on my machine is not loud. How do I adjust it?**

To adjust the voice on your machine you first need to turn the machine's power off. Then hold the Kangen button until the display window gives you the options for loud, low, or off. If you adjust the voice prompt and you are still experiencing difficulties, call in and speak to a service technician.

**33. Are the machines compatible on well water?**

Yes and no. In some cases customers have not been successful in producing Kangen Water when using a well. A lot of times it is because the well water is either very acidic, contains carbon acidic gas, or both. In that case you may need to make adjustments to your well water and to the machine. The only adjustment we offer is well water calibration, but

sometimes even after calibration it is still difficult to produce the right pH levels. It is very important when selling a machine to a customer who has a well that you do the research and find out what is contained in there water, as well as their ph level. If your well water contains sulfur, there is no way our machine will work properly unless you get some type of pre filtration to remove the sulfur before the water is run through the machine. If it runs through the machine without pre filtration to remove the sulfur, the water produced will smell like rotten eggs.

If your well water does not contain sulfur, carbon acidic gas, or is not very acidic then you should not have any problems producing the correct levels.

**34. Are the accessories covered under the warranty?**

No. None of the accessories are covered under the warranty. Only internal machine parts are covered under the warranty due to parts failure and workmanship. Please refer to the warranty card for more details.

**35. There are no arrows showing on the display window. What should I do?**

If you have noticed no arrows going across the display window, we recommend you bring or send your machine in for repairs. This most likely means a sensor inside of the machine is no longer working and needs to be replaced. Please contact the Service Department for assistance.

**36. There is a lot of calcium build up on my appliances, pots, cup, etc. How do you remove it?**

The best way we have found to remove the build up in your appliances requires the use of vinegar. Use the vinegar to break up the calcium in cups, appliances, pots and water bottles.

**37. My water has a lot of white or gray looking particles floating inside. What is it?**

The particles you are seeing are most likely calcium. Depending on the quality of your water you may see it more often times than others. Calcium is attracted to our plates so it sticks in the inside of the machine. Some areas may require the use of the cleaning cartridge more often than other areas. There is no need to be alarmed when seeing the calcium because the machine is not adding it. It is already contained in your tap water which is government regulated.

**38. My Strong Kangen Water is not emulsifying the oil. What should I do?**

In most cases the pH level is not high enough. Slow the water down until the machine alerts you to increase the flow. Then slowly increase the flow until the signal is gone. **(You get better results if the oil contains protein.)**

**39. I just received my machine and there is water coming out of it. Why?**

All of our machines are tested by the Quality Control Department at the factory prior to shipping to make sure that the machines are performing properly. We apologize for any confusion this may have caused you.

**If at any time you are not sure or confident with using your machine please do not hesitate to call and speak with a upline for more advice.**