



Enagic Service, Inc.

# Repair Request

4115 Spencer Street Torrance CA,90503 (424)309-1055

LA \_\_\_\_\_ Office use only

Instructions:

- To prevent delays, please fill out the customer section completely and return it with the machine
- Remove the enhancer tank, diverter and adapter and covers (Enagic will not be responsible and will not replace items)
- Do not remove filter, flexible pipe, white / silver and gray hose from the machine
- Carefully read the terms and conditions below before signing this Repair request form

\* Deep cleaning is not covered under warranty \*\*If you're not the original owner extra charges apply for repairs

\*Prices subject to change without notice

**Customer: Please print** \* No P.O. Box, physical address required

Registered owner		Customer ID:	
Name		Customer ID:	
Number & Street		Apt #	
City & State		Zip-Code	
Phone No.		Cell #	
E-mail		Purchased Date:	
Payment	CREDIT CARD OR DEBIT CARD ONLY *WE WILL SEND PAYMENT LINK		
Machine Model		Serial No.	

Do you want the Filter Replaced? Yes No If Required If Yes: HG HGN F8

Brief Description of the Problem:

Deep Cleaning Yes No

External Cleaning Yes No

Infested Machine will be charged an additional \$80 / \$100 for External Cleaning which includes: New white&gray hoses and thorough mandatory External Cleaning. \*\*Except Super & SDU

By Signing this form, I agree to the Terms and Conditions listed on the bottom this form.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Office Use Only**

Loaner	Model:	SN#	Date:
<b>Received</b>	Filter & Enhancer Covers		<input type="checkbox"/> Yes <input type="checkbox"/> No
Type In: W/C	Fedex	Loaner	Others:
Received by:	Date:		
Flex Pipe <input type="checkbox"/> Yes <input type="checkbox"/> No	Diverter <input type="checkbox"/> Yes <input type="checkbox"/> No	Secondary Stand <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> FLEX	Enhancer Tank <input type="checkbox"/> Yes <input type="checkbox"/> No
			Filter <input type="checkbox"/> HG <input type="checkbox"/> HGN <input type="checkbox"/> F8
			Others

<b>Service Performance</b>		<b>Other Service Performed:</b>	
<input type="checkbox"/> P M	<b>Result:</b>	Level _____	<input type="checkbox"/> Other <input type="checkbox"/> FX #
Tray Upgrade	\$ _____ Deep Clean		
Base	\$ _____ Ext Clean		
Power Supply	_____ Flush		
Switch	_____ Calibrate		
Propeller	_____ ORP Test		
Shaft	<b>Filter:</b>		
Ring Pump	_____ OK		
Display	\$ _____ REPLACED		
End Plate	_____ NEEDS		
Plate	_____ REPLACEMENT		
No Fault	<b>pH:</b>		
Modified Base	_____ OK		
		Parts	
		Tax	
		Deep Clean	
		EXT. Clean	
		Labor	
		Shipping	
		Total	

Date: \_\_\_\_\_ Technician \_\_\_\_\_ \*parts returned \_\_\_\_\_ cus initial \_\_\_\_\_

Terms and Conditions (\*1 Except SUPER & SDU)

- I have read and complied with the Instruction Checklist provided by Enagic
- I understand that a \$3.00 daily Storage Fee will be charge if my serviced machine is not pickup within 14days of service completion. Enagic will notify me at the phone number listed on this form when the repair is complete. I understand that the Daily Storage Fee will be due and payable upon pick-up of my serviced machine.
- I understand that if the machine is determined by an Enagic Technician to require work that is not covered under warranty, shipping charges will apply.
- I understand that Enagic is only responsible for following the Repair Request as written on this form. It is my responsibility to provide a clear description of the problem with my machine. Enagic will attempt to clarify any issue presented on this form but is not responsible for errors resulting from misdescription by me.
- I understand that if the Enagic Technician determines that the unit is not working properly due to calcium build up , a deep cleaning will be done without any further notification. Deep cleaning \$50 for original owner \$60 for not original owner. External Cleaning \$30 under warranty or \$40.00 for no warranty \$50 for non original owner (\*1)
- I understand that if my machine is not paid in full within 6 months (180days), Enagic will dispose of machine due to neglect and abandonment of payment dues. Customer initial \_\_\_\_\_ Date \_\_\_\_\_