



Enagic USA, Inc.

Service / Repair Request

4115 Spencer Street Torrance CA,90503 (866)261-9500

RE _____

Office use only

Instructions:

1. To prevent delays, please fill out the customer section completely and return it with the machine
 2. Remove the enhancer tank, diverter and adapter and covers (Enagic will not be responsible and will not replace items)
 3. Do not remove filter, flexible pipe, white/silver and gray hose from the machine
 4. Carefully read the terms and conditions below before signing this Repair request form
- * Deep cleaning is not covered under warranty **As of 8/12/13 if you're not the original owner extra charges apply for repairs

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

Registered owner		Customer ID:	
Name		Customer ID:	
Street number		Apt #	
City & State		Zip-Code	
Phone No.		Cell #	
E-mail		Purchased Date:	
Credit Card	- - -	EXP Date	/ CVV
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 ☐ NoExternal Cleaning ☐ Yes ☐ No

Infested Machine will be charged an additional \$60.00 for External Cleaning which includes: New white & gray hoses and through mandatory External Cleaning

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

Customer Signature:

Date:

Office Use Only	Loaner Fee is \$50.00		
Loaner	Must be Requested 4 days in advance w/credit card information. Available on Wednesday & Friday		
Model:	Serial No.	Shipped Date:	
Received	Filter & Enhancer Covers <input type="checkbox"/> Yes <input type="checkbox"/> No		
Type In: W/C	FedEx	Loaner	Others:
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	Enhancer Tank <input type="checkbox"/> Yes <input type="checkbox"/> No
Received by:		Date:	
		Filter <input type="checkbox"/> HG <input type="checkbox"/> HGN <input type="checkbox"/> F8	

Service Performed		Other Service Performed:	
<input type="checkbox"/> PM	Result:	Level _____	<input type="checkbox"/> Other <input type="checkbox"/> 7368-FX
Tray Upgrade	\$ Deep Clean		
Base	\$ Ext Clean		
Power Supply	Flush		
Switch	Calibrate		
Propeller	ORP Test		
Shaft	Filter:		
Ring Pump	OK		
Display	\$ REPLACED		
End Plate	NEEDS		
Plate	REPLACEMENT		
No Fault	PH:		
Modified Base	OK		
		Parts	
		Tax	
		Deep Clean	
		EXT. Clean	
		Labor	
		Shipping	
		Total	

Date:

Technician

Terms and Conditions

1. I have read and complied with the Instruction Checklist provided by Enagic
 2. I understand that a \$2.00 daily Storage Fee will be charged if my serviced machine is not picked up within 14days of service completion. Enagic will notify me at the phone number listed on this form when the service is complete. I understand that the Daily Storage Fee will be due and payable upon pick-up of my serviced machine.
 3. 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.
 4. 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.
 5. 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. External Cleaning \$20.00 for machine with warranty or \$30.00 for machine without warranty or non-original owner.
 6. I understand that if my machine is not paid in full within 6 months (180 days), Enagic will dispose of machine due to neglect and abandonment of payment dues.
- Customer initial _____ Date _____