



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 cover's. (Enagic will not be responsible and will not replace these items)
3. Include: filter, flexible pipe, white and gray hose. (Do not remove these items from the machine)
4. Carefully read the terms and conditions below before signing this Repair Request form.

No: RE \_\_\_\_\_

OFFICE USE ONLY

\*\*Deep Cleaning is not covered under warranty. A credit card is required. As of 8/12/13 if you're not the original owner extra charges apply for Cleanings & Repairs\*\*

\*CUSTOMER PLEASE PRINT

\*No P.O. Box. Physical address is required.

Form fields for customer information: REGISTERED OWNER, NAME, SHIP TO ADDRESS, CITY, STATE, PHONE #, E-MAIL, CREDIT CARD, EXP DATE, V-CODE, MACHINE MODEL, SERIAL NO.

DO YOU WANT THE FILTER REPLACED? YES NO IF REQUIRED IF YES HG \$120.00 HG-N \$120.00

BRIEF DESCRIPTION OF THE PROBLEM: EXTERNAL CLEANING YES NO

Infested machines will be charged an additional \$60.00 for External Cleaning which includes: New gray & white hose and thorough mandatory exterior cleaning.

By signing this form, I agree to the Terms and Condition listed on the bottom of this form. Customer Signature: Date:

\*OFFICE USE ONLY

LOANER MODEL SERIAL SHIPPED DATE RETURN DATE

RECEIVED F & E COVER'S YES NO TYPE IN W/C UPS LOANER Other: RECEIVED BY DATE Flex. Hose YES NO Diverter YES NO SECONDARY STAND YES NO EE-Tank YES NO FILTER HG HG-N OTHER

SERVICE PERFORMED PM RESULT: TRAY UPGRADE \$ DEEP CLEAN LEVEL OTHER OY82E0 4FF067 Filter: RING OK PARTS TAX 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 Daily Storage Fee will be charged if my repaired machine is not picked up within 14 days of repair completion.
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.
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.

This service will automatically be charged to the credit card if EXTERNAL CLEANING \$20.00 UNDER WARRANTY OR \$30.00 FOR NO WARRANTY OR NON ORG OWNERS