

Distributor Handbook

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Revised

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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 line's 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 that 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, complete order processing, 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, monetary, 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 on how to place an order

Ask your sponsor to email you a link to the ENAGIC Store. Completing your order online is the fastest and safest method.

Purchasing as a Distributor with a Single Payment

When filling out an application, a new distributor needs 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. You can find these documents under the Distributors drop down tab, and then by clicking "US Document Download"

General Information

- You can click on the link above to access the Product Order Form and Distributor Application as an Adobe Acrobat file, and fill out **every section** that allows for typing before printing.
- Make sure 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. If you are not sure about the tax rate, use the tax calculator available on the Enagic website.
- 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 only allow one person as the applicant, with one signature on the return policy, and one social security number.
- Please note that a driver's license number as well as a date of birth must be placed on the order form in order for the buyer to be a valid distributor.

Specific Information and Explanations

- Credit Card Information: This section is to be filled out by the card holder. It must include the card holder's name and signature if different than the applicant. It also must contain the three digit CVV numbers and expiration date. This information must be complete to process the application.
- The Return Policy needs to be signed by the applicant in the designated area to show understanding of the policies.
- The W-9 needs to be filled out with the buyers name, appropriate box checked, address, social security number, signature, and date. The SSN is very important. Without it the buyer cannot be processed as a distributor. Please be certain that you've entered your full legal name/entity name and Taxpayer Identification Number (SSN/EIN) correctly, as mistakes result in IRS penalties which if applicable, will be the distributor's responsibility to repay.

*Payments accepted consist of Cash, Money Order, Cashiers Check, and Credit Card, and Personal Check (with credit card information 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. You can find these documents under the Distributors drop down tab, and then by clicking "US Document Download"

General Information

- You can click on the link above to access the Product Order Form and Distributor Application Form as an Adobe Acrobat file, and fill out **every section**.
- Make sure 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. If you are not sure about the tax rate, use the tax calculator available on the Enagic website.
- 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 allow only one person as the applicant, with 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 holder's name and signature if different than the applicant. It also must contain the three digit CVV number and expiration date. This information must be complete to process the application.
- 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~~ a Distributor.

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

Purchasing as a Business with a Single Payment

To purchase a machine as a business with a full payment, the Product Order Form, Distributor Application, 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

owner's 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. You can find these documents under the Distributors drop down tab, and then by clicking "US Document Download"

General Information

- You can click on the link above to access the Product Order Form and Distributor Application Form as an Adobe Acrobat file, and fill out **every section**.
- Make sure 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. If you are unsure about the tax rate, use the tax calculator available on the Enagic website.

Specific Information and Explanations

- Credit Card Information: This section is to be filled out by the card holder. It must include the card holder's name and signature if different than the applicant. It also must contain the three digit CVV numbers and expiration date. This information must be complete to process the application.
- 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, appropriate box checked, 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 credit card information 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, the Product Order Form and Distributor Application, Return Policy, and W-9 must be submitted. Make sure the buyer reviews and agrees to the Enagic Finance Department Terms and Conditions.

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. You can find these documents under the Distributors drop down tab, and then by clicking "US Document Download"

General Information

- You can click on the link above to access the Distributor Agreement and Product Order Form as an Adobe Acrobat file, and fill out **every section**.
- Make sure 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.
- If you fail to make a monthly payment, Enagic may offset the payment amount from your commission.
- Check the "Enagic Payment" box
- Please input the total cost that the buyer is paying. If you are unsure about the tax rate, use the tax calculator available on the Enagic website.
- 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 require only one person as the applicant, with one signature on the return policy, and one social security number.
- Please note that a driver's license number as well as a date of birth must be placed on the order form in order for the buyer to be a valid distributor.

Understanding the Enagic Payment – Automatic Payment Application

- Please understand that a person can start financing only **one** machine at a time through Enagic Financing. If a person wishes to finance the second machine, one must wait at least 3 months after the purchase of the first machine. We will review the payment history of the first machine and determine if a person is qualified to finance the second 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 the monthly payment withdrawal and start date. You can choose from either the 1st or 15th of every month for the withdrawal date. The start date for your monthly payment may be chosen within the next three available payment dates. (For example, if you purchase your machine on March 18th, the three available start dates are April 1, April 15, and May 1).
- In terms of payment, please fill out either the credit card information, or checking account information. Please be sure to attach a voided check if you are using a checking account for your monthly payments (no starter checks please).

Specific Information and Explanations

- Credit Card Information: This section is to be filled out by the card holder. It must include the card holder's name and signature if different than the applicant. It also must contain the CVV number and expiration date. This information must be complete

to process the application.

- The Return Policy needs to be signed by the applicant in the designated ~~areas~~ **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.
- \$20 will be charged once a month as a handling fee.

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

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. Make sure the buyer reviews and agrees to the Enagic Financing Department Terms and Conditions.

The Product Order Form and Distributor Application as well as all other forms can be accessed on our website by going to www.enagic.com. You can find these documents under the Distributors drop down tab, and then by clicking "US Document Download"

General Information

- You can click on the link above to access the Product Order Form and Distributor Application Form as an Adobe Acrobat file, and fill out **every section**.
- Make sure 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. If you are unsure about the tax rate, use the tax calculator available on the Enagic website.
- 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 require only one person as the applicant, with one signature on the return policy, and one social security number.
- The name of the owner on the Articles of Incorporation, or SS-4 response letter must match the name written on the financing form.

Understanding the Enagic Payment – Automatic Payment Application

- Please understand that a person can start financing only **one** machine at a time through Enagic Financing. If a person wishes to finance the second machine, one must wait at least 3 months after the purchase of the first machine. We will review the payment history of the first machine and determine if a person is qualified to finance the second machine. That includes someone that is attempting to become an alternate payer for someone else.
- 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.
- 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 the monthly payment withdrawal and start date. You can choose from either the 1st or 15th of every month for the withdrawal date. The start date for your monthly payment may be chosen within the next three available payment dates. (For example, if you purchase your machine on March 18th, the three available start dates are April 1, April 15, and May 1).
- 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.

Specific Information and Explanations

- Credit Card Information: This section is to be filled out by the card holder. ~~It must~~ include the card holder's name and signature if different than the applicant. It also must contain the CVV number and expiration date. This information must be complete to process the application.
- The Return Policy needs to be signed by the applicant in the designated ~~areas~~ **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.
- \$20 will be charged once a month as a handling fee.

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

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. You can find these documents under the Distributors drop down tab, and then by clicking "US Document Download". You cannot sell your machine if your payment is not finished. Make sure the buyer reviews and agrees to the Enagic Financing Department Terms and Conditions.

General Information

- You can click on the link above to access the Product Order Form and Distributor Application Form as an Adobe Acrobat file, and fill out **every section**.
- Make sure 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. If you are not sure about the tax rate, use the tax calculator available on the Enagic website.
- 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 require only one person as the applicant, with one signature on the return policy.

Understanding the Enagic Payment – Automatic Payment Application

- Please understand that a person can start financing only **one** machine at a time through Enagic Financing. If a person wishes to finance the second machine, one must wait at least 3 months after the purchase of the first machine. We will review the payment history of the first machine and determine if a person is qualified to finance the second 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 the monthly payment withdrawal and start date. You can choose from either the 1st or 15th of every month for the withdrawal date. The start date for your monthly payment may be chosen within the next three available payment dates. (For example, if you purchase your machine on March 18th, the three available start dates are April 1, April 15, and May 1).
- In terms of payment, please fill out either the credit card information, or checking account information. Please be sure to attach a voided check if you are using a checking account for your monthly payments.

Specific Information and Explanations

- Credit Card Information: This section is to be filled out by the card holder. It must include the card holder's name and signature if different than the applicant. It also must contain the CVV number and expiration date. This information must be complete to process the application.
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- 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~~ a Distributor.
- \$20 will be charged once a month as a handling fee.

*Payments accepted consist of Cash, Money Order, Cashiers Check, and Credit Card, and Check (with credit card information 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 Product Order Form and Distributor Application, 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.

- A \$25 enrollment fee will be incurred when undertaking this program. An applicant will be able to become a distributor after paying the Tokurei Enrollment Fee.
- When signing up for 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 Tokurei, every time a sale is made within the 8-point structure, part of the commission will be placed toward 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 \$164. The \$71 that was not paid would be saved and put towards the Tokurei's machine.
- A Tokurei can upgrade the machine that was initially chosen, but cannot downgrade. For example, if one was to initially choose to work towards obtaining the JrIV 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 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 may do Enagic Financing. Accumulated Tokurei commission can be applied to the down payment. If the accumulated amount does not meet the down payment amount, then the distributor must pay the remaining amount. Other ways to complete the Tokurei plan are to either accumulate enough commission to fully cover the total cost 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 payments of someone else's machine.
- 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.
- If a distributor's downline is a Tokurei, they will not receive any commission until after the Tokurei has been completed.
- **Please fully read the Agreement of Special Payment Plan form.**

Tokurei Commission Withheld by Machine

JR IV	\$42
SD501	\$71
Anespa	\$41
K8	\$75
Super 501	\$105
SD501-U	\$81

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

**Including sales tax and shipping fees.

Enagic Financing (ECS)

Common Questions

Q: Can I stop the automatic payment since I do not have the money to pay?

A: Once the contract has been signed and the automatic payment has been setup, the payments must be made in accordance with the contract terms agreed upon.

Q: What do I do if a distributor passes away and still has payments left on their account?

A: In the event of someone passing away while still under financing with the company, a family member must complete the payments for that person. The company must be contacted and a name change on the account must be done. If there is no one able or willing to take over payments, the machine must be returned to the company immediately.

Q: Why was my account charged earlier than I expected?

A: In the event of a holiday falling on a scheduled payment date, the credit card will be charged on that day. However, with a checking account, the payment will be deducted on the previous business day.

Q: What do I do if I need to change my due date?

A: You are now allowed to have a backup payment date. The allotted dates are the 10th and 20th of each month. If your original payment date was the 1st of each month you may choose the 10th or 20th as backup payment dates. If your original payment date

was the 15th of each month you may choose the 20th as a backup date. You may only change your due date if you contact the finance office 5 business days before your scheduled payment is due.

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 (424) 307-0530. You can pay off the machine over the phone with your credit/debit card. You may also mail in a check as well.

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 only displays how much you have financed with us. If you have any questions regarding this, please contact the sales office, or your direct upline for more information.

General Information

- You must be at least 18 years of age to apply for the Enagic Financing Program.
- Please understand that a person can start financing only **one** machine at a time through Enagic Financing. If a person wishes to finance the second machine, one must wait at least 3 months after the purchase of the first machine. We will review the payment history of the first machine and determine if a person is qualified to finance the second machine. That includes someone that is attempting to become alternate payer for someone else.
- The individual applying for financing is responsible for fully reading and understanding the application as well as 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, or in the event that it is lost/stolen, to ensure that your account is updated and that no late fee is applied to your account. Please note that we do not update this information automatically!
- 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. Please make sure to write your distributor ID on ~~the~~ **back**.
- Statements are only available upon request. They are not sent out automatically.
- 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.
- Only the customer whose name is on the account can receive information regarding said account. If the account holder is unavailable, please submit a signed letter from the account holder stating that you are eligible to receive information regarding their account.

- Please note that the Financing Department is not open on weekends. Office hours are Monday – Friday from 9am – 6pm (PST).

General Commission Information

Common Questions

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

A: Commission checks are sent out ten 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 takes approximately 4 weeks before the commission check is processed and issued after a machine has been paid off.

Q: For an account that has been sent to collections, how long after my downlines' machine is paid off do I need to wait to receive commission check?

A: It takes approximately 6-8 weeks before the commission check is processed and issued after a machine that was sent to collections 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. There is no fee if 13 days have passed and the check was not been cashed or deposited. However, you will be charged \$25 for **each** reissued check if you request to have a check reissued within 13 business 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. To request a check reissue, please go to our website and fill out the "Compensation Research" form.

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 "Distributor Area" under "Document Download". 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. Usually, they will simply offset a future commission check if you have any sales. If you have no future sales, please return the commission check or make a personal or cashiers check to Enagic USA. If you are customer who is financing with Enagic, we will hold and might offset the commission checks toward the missed payments.

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: Business in (input country) will be processed at the branch office that handles that area. If you have a U.S. or Canadian ID number, your business from (input country) will be forwarded to the L.A. commission's office from the foreign Enagic branch office.

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. In the event that your downline cannot be reached, you may contact the Enagic Finance Department to verify how far along with the payments they are.

General Information

- Please have all names and ID numbers ready when calling to make any inquiries.
- Please wait at least 13 business days before calling to ask about any commission checks.
- Generally \$25 will be charged for re-issue request of commission check.
- 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. This is very important as it is for tax purposes.
- The distributor is responsible for making sure that the commissions department has all updated information including, but not limited to, address and SSN. If your information is not up-to-date, your commission checks will be placed on hold.
- The 6A and above Educational Award is only paid up front when a full payment sale has been made. In the event of financing, the award will be withheld until the financing has been completed.
- If you are an Enagic Financing user and the account has been past due for a total of 2 months, your commission will be held and offset. If there is a past due balance before the monthly payment is reduced or partial payment is made, 50% of commission will be applied to past due.
- If you have a direct sale within six (6) months, you are qualified to receive regular commission, 6A educational allowance and/or incentive. This status is called "D1". If you do not have a direct sale between six (6) months and one (1) year from your last direct sale, you are qualified to receive fifty percent (50%) of 8-Point commission, 6A educational allowance and/or incentive. This status is called "D0". If you do not have a direct sale in over one (1) year, you are not qualified to receive any commission, 6A educational allowance and/or incentive. This status is called "FA0". Payment of commission, 6A educational allowance and/or incentive will be made based on the distributor status as of the date such commission is processed. In the case of an Enagic Payment System (ECS) customer, the distributor status will be decided based on the payoff list issued on the 8th and 22nd each month. If such a day is Saturday or Sunday and/or holiday, the following business day will be applied.

*Filter commission will be issued once the amount accumulated reaches more than \$250

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 the applicant's 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. 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 Cardholder's 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 until the information has been received.
- Please note that not following any of the previously stated stipulations will result in a submitted application being placed into a pending file. Once placed in said file, the application will not be processed until all issues have been resolved.
- *Track your shipment using the tracking number provided.

If more than 20 DAYS have elapsed since your purchase date, contact Enagic USA IMMEDIATELY by emailing support@enagic.com or by calling (424) 307-0005 during normal business hours. Enagic USA will not be responsible for any claims after 25 DAYS from the confirmed delivery date.

Outbound

The Outbound department is a newly created department where its sole focus is to create a better connection between distributors and the company, and between the distributors themselves. It also provides an efficient system for the upline to monitor their growing group.

The system functions as follows:

- 1) A new sale is made.
- 2) The outbound staff will call the new buyer to say "Thank You" for purchasing our product.
- 3) They will then call the direct upline to inform him/her of the new applicant's ID number, as well as the nearest 6A's information in case they may need assistance.

- 4) Finally, an email is sent to the nearest 6A to inform him/her that there has been a new sale in their group, and provide him/her with both the buyer's and upline's information so that they may provide follow-up care.

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). Tokurei distributors will be qualified to receive SP when a direct sale is made after Tokurei is cancelled. 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 \$165. Please note that the SP bonus' are not paid retroactively. (Please refer to the section on UKON to view the exception to the rule.)

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 others. If, however, an Enagic office opens in said country, those persons will become full distributors and will be allowed to sell to others.
- To do a name change, you must send in the name change form by fax, mail, or email. Name change can be applied to a first degree relative. Your 6A must sign off on the change, and a \$50 fee will be assessed. In the event of financing, the financing must first be completed in order to do a name change. Name change can be applied to a Tokurei.
- 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.
- Machines cannot be upgraded or downgraded.

UKON

UKON DD UKON DD is a special program that will allow the distributor to maintain their SP status without making a direct sale every three months. In order to sign up for the program, place your order on the Enagic Store. If you are unable to use the Enagic Store, an UKON DD plan application form must be filled out to completion and either mailed, faxed, emailed, or hand-carried in to the office. Single payment and financing options are available for this program. Every 4 months a shipment of your choice will be auto-shipped to the distributors' home. Please view Enagic.com for more details of the product selection. The cycle will be reoccurring as long as the distributor pleases. We will continue shipping UKON product every 4 months unless the program is cancelled. You must submit signed "Cancellation Request Form" to ukon@enagic.com at least 5 days before your upcoming renewal date. Please note that once you cancel the program, you may or may not be able to reactivate the cancelled account. Please also note the UKON DD program is purchased per account. Therefore, if the distributors with multiple accounts want to purchase the program for each account, you must fill out the application for each account. UKON DD Commission Commissions are paid up to 8 points as normal. The commission structure is as follows: \$40/ point *Commission is paid out once \$160 has been accumulated. UKON DD counts as a 3:1 Ratio for incentives/awards. *You must also have an active Ukon account to earn UKON commission. If you fail to make a monthly or renewal term payment within ten (10) days from the due date, your account may be suspended or terminated. Any SP Benefit which is attached to this product will be discontinued at the time of suspension or termination of the account.

UKON SIGMA UKON SIGMA is a special program that will allow the distributor to maintain their SP status without making a direct sale every three months. In order to sign up for the program, place your order on the Enagic Store. If you are unable to use the Enagic Store, an UKON SIGMA plan application form must be filled out to completion and either mailed, faxed, emailed, or hand-carried in to the office. Single payment and financing options are available for this program. Every year, a shipment (30 boxes of UKON (Turmeric) supplement pills, or a combination of 20 boxes of UKON (Turmeric) supplement pills, 5 boxes of Ukon Tea and 16 bars of Ukon Soap,) will be auto-shipped to the distributors' home. Please view Enagic.com for more details. The cycle will be reoccurring as long as the distributor pleases. We will continue shipping UKON product every 12 months unless the program is cancelled. You must submit signed "Cancellation Request Form" to ukon@enagic.com at least 5 business days before your upcoming renewal date. Please note that once you cancel the program, you may or may not be able to reactivate the cancelled account. Please also note the UKON SIGMA program is purchased per account. Therefore, if the distributors with multiple accounts want to purchase the program for each account, you must fill out the application for each account. UKON SIGMA Commissions are paid up to 8 points as normal. The commission structure is as follows: \$115/ point. UKON SIGMA counts as 1 sale for incentives/awards. *You must also have an active Ukon account to earn UKON commission. If you fail to make a monthly or renewal term payment within ten (10) days from the due date, your account may be suspended or terminated. Any SP Benefit which is attached to this product will be discontinued at the time of suspension or termination of the account.

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, when 1,500 gallons of water have 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 an E-Cleaner?

We recommend you clean your machine once every week to once every month with an E-cleaner. Deep cleaning is recommended once a year at an authorized service center. Cleaning intervals will depend on hardness of your water source and how much water is run through the machine. When producing ionized water, calcium is attracted to our plates and tends to build up inside of the machine. If not removed in a timely manner, the flow from your flexible hose will be restricted, and if left too long, it may damage your plates. This damage is NOT COVERED under warranty.

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. Contact your local branch office to determine the deep cleaning fee for your machine.

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 (tap 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 purchase an Enagic dual Pre-filter with an orange combination with a purple or blue filter. This may be required when using well water and it is acidic or contains carbonic acid gases.

Note: Using Enagic Pre-filters does not guarantee that the machine will produce Kangen Water. Well water varies in substance and may not have the correct minerals to produce ionized water. We advise that you test the well water source with our machine and possibly an orange filter if needed before purchase.

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. How long will my filter last? How do I know if it needs to be changed?

High grade filter usually last between 3 to 6 months. The machine will alert you to change the filter when 1,500 gallons run through the unit. You can also check if your filter is working properly, by purchase a chlorine tester. Put your machine in clean water mode and run water for 2-3 minutes. 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 to replace the filter. If the water stays clear, then you can continue to use the filter inside of the machine. Hit the reset button to stop the alert, but please remember to check for chlorine periodically. Note: If chloramines are present in source water, you may get a positive reading. The machine filter will not remove chloramines.

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 filter ring 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 an E-cleaner 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 SUNUS?

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, and 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 idle 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 an E-cleaner 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, damaging the 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. 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.

25. 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.

26. Does Enagic offer a solution for Chloramines?

Yes, we offer our Enagic Pre-filters. The black filter combined with purple or blue. Note: The black filter is a 1 micron filter and may slow water flow. It may not be suitable if the water pressure is too low.

27. 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 does not get used as quickly. Do not be alarmed as this is all normal.

28. 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.

29. Will the machine work if I have a Reverse Osmosis system?

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.

30. 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.

31. 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 water source. Most of the time it is because the well water is either very acidic, contains carbonic acid gas, or both. You may need to purchase an Enagic dual Pre-filter with an orange combination with a purple or blue filter. The orange filter will bring the source water pH level to neutral and in most cases; the machine will produce Kangen Water. Using Enagic Pre-filters does not guarantee that the machine will produce Kangen water. Well water may vary in substance and may not have the correct minerals to produce ionized water. It is very important when selling a machine to a customer who has a well water source research and tests are performed on the well water with the machine and possibly an orange filter prior to purchasing a machine.

32. Are the accessories covered under the warranty?

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

33. 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.

34. 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.

35. 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 E-cleaner 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.

36. 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 flow down until the machine alerts you to increase flow, and then slowly increase the flow until the signal is gone. If your water source is too hard, you may need to purchase our Enagic Pre-filter green combo with purple or blue. The green filter will soften the water to help emulsify oil. Also, your strong Kangen Water may need to ferment for up to 72 hours before it can adequately emulsify the oil (there will be better result if the oil contains protein). Note: Use green filter when producing strong Kangen/strong acid. Remove filter and install blue or purple filter to preserve life of green filter.

37. 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.

38. Are Enagic Warranties transferable after purchase?

No. Enagic Warranties are non-transferable and only extend to the original purchase or the product.

Subsequent sale by the original purchaser to a third party will void the warranty unless express written permission has been granted by Enagic for the transfer of warranty.

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