Dear Customer,

Here the instructions for Assistance/Repair request or simply a Deep Cleaning (annual regeneration of the machine).
The cost for the maintenance / internal cleaning service is 50 euros + VAT 22% and is never in warranty.
The shipping will be at your expense, Enagic will pay the return costs only for the machines in warranty.
(**The cost of the return shipment to Malta or Cyprus is 90 euro also for warranty machines**)

SHIPPING INSTRUCTIONS:

1. Fill the attached form in all its fields (Distributor ID, Serial Number of the machine, E-mail,.... etc)
2. Specify on the form the problem encountered or any service required
3. Send the filled form by mail to serviceitaly@enagiceu.com
4. Insert the form into the machine packaging
5. Remove from the machine any traces of food, mold, rust, cobwebs, dust, grease, etc. present on the external body of the machine (send the machine clean externally).
6. Pack the machine and send it to Enagic Italy Srl - Via Marco Aurelio, 35 a / b - Rome, Italy Tel: +39 063330670 using a courier of your choice (GLS, Bartolini, DHL)
7. Use the LABEL to affix on the package with our address.
8. IMPORTANT: Shipments to be paid by the recipient will be REFUSED

Once the maintenance has been carried out, our Technical Service will send you the cost estimate, which you can pay by bank transfer, after which the device will be returned to you by Enagic.

PACKAGING INSTRUCTIONS *:

-Cap and NEVER disconnect the hoses from the machine (use the appropriate caps or electrician's tape, do not use other types of adhesive tapes).
-ALWAYS leave the filter inserted and well locked.
- Do not send accessories (diverter, secondary support, etc ...) and prefilters.
- ABSOLUTELY TAKE OUT the Enhancer saline solution tank.
- NEVER remove the Calcium Cylinder, which is located above the saline solution tank. (it is not necessary to turn it to open to remove the Enhancer saline solution tank)
-Use double packaging, TWO BOXES (the machine must not move and stand firmly)

* Failure to comply with the packaging instructions will result in the loss of the guarantee.

Thanks for your cooperation.
Enagic Italy

Repair Request / Deep Cleaning

last update: 03/09/2021

Please fill in READABLE IN BLOCK LETTERS - All fields are required

NAME & SURNAME / COMPANY		ENAGIC ID
ADDRESS		
POSTAL CODE	CITY	NATION
Email		TELEPHONE
VAT number (if company)	MODEL (R, JR, SD501, PLATINUM, K8)	SERIAL NUMBER
PROBLEM OR SERVICE REQUESTED:		

READ CAREFULLY

The cost for deep cleaning, as well as the repair of damages caused by improper use of the appliance, are not covered by the warranty and the related costs for the repair will be borne by the customer.

Please send only the machine with all the pipes / hoses attached and the internal filter installed, do not ship all the other accessories. Remove (or completely empty) the enhancer tank.
Sending the full enhancer tank or not emptying it will result in the loss of the warranty.

Deep Cleaning is the cleaning of plates and internal tubes. External cleaning of the body and of the external pipes is not part of the service and will not be carried out.Therefore, please send the machine externally clean.

The shipping will be at your expense.

Enagic will pay the return costs only for the machines in warranty.

INFORMED CONSENT (MANDATORY TO COMPLETE ALL FIELDS)

I. I, the undersigned _____ born in _____ on _____, having read this information, pursuant to EU Reg. - GDPR - 2016/679, I consent to the processing of personal data, even sensitive, that I provide. I also agree that the data relating to my contract can only be accessed on the internet by the contracting parties and through password-protected access.

Place_____ Date_____ Customer signature_____

II. Read the information note, I express my consent that the data I have provided are used by Enagic Italy S.r.l. (VAT no. 10930641005), based in Rome, 00184, at Via Marco Aurelio, 35 A / B, for sending information on news, services, events and marketing activities also directly programmed by the same company as well as commercial offers also of third party companies, for carrying out market research and commercial statistics.

O I give my consent
O I deny consent

Place and date_____ ....(signature)

DO NOT FILL

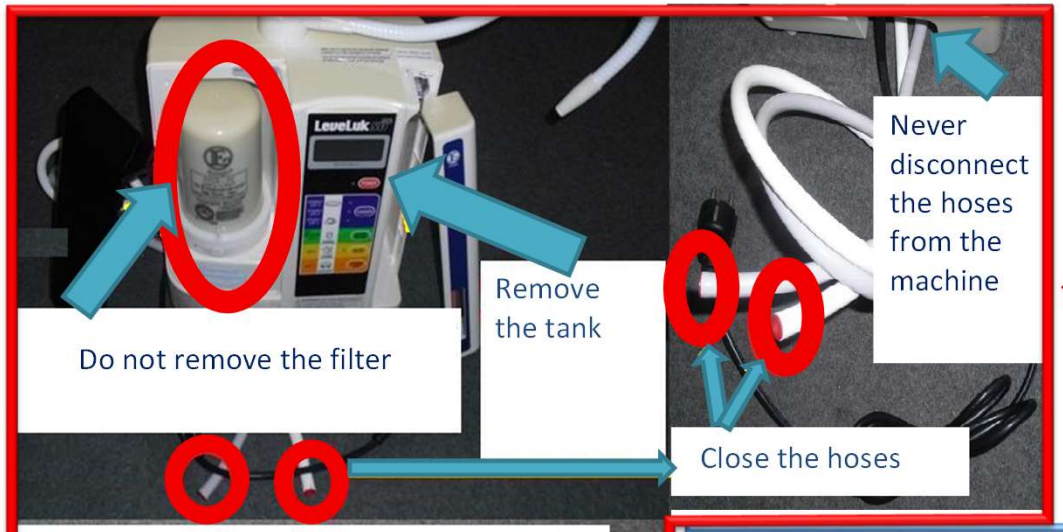
Accessori: ☐ Supporto secondario ☐ Miscelatore ☐ Tanica soluzione salina ☐ Filtro _____

☐ Varie _____

Note

INSTRUCTIONS ON HOW TO PREPARE THE MACHINE FOR SHIPPING

SD501, Platinum, JR e R





K8



Enagic Italy Srl
italy@enagiceu.com
www.enagiceu.com

LABEL TO PRINT AND STICK ON THE PACKAGE

DESTINATARIO:

Enagic Italy Srl

Via Marco Aurelio, 35 a/b

00184 Roma, Italia

Tel: +39 063330670

FRAGILE

· HANDLE WITH CARE · KEEP DRY

· DON'T STACK OR DROP