



Enagic (Thailand) Co., Ltd.

Distributor Handbook

Effective 1st August, 2015

This document supersedes all previous editions

For Thailand Territory Asia (Cambodia, Laos and Myanmar)

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Letter to the New Distributor

Congratulations and welcome to Enagic Thailand! 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 knowledge 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 (suggest 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 read this booklet in its entirety before submitting any applications****

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, or vice versa, but are working on your own entity. The role of Enagic is to complete the orders that are obtained 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. To join Enagic training, 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.
8. Being responsible for training machine installation, operational, cleaning, maintenance.

1. Instructions for filling out the Application

a.) Purchasing as a Asia (Cambodia, Laos and Myanmar) Distributor

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**.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to **www.enagic.co.th**

General Information

- You can click on the link above to download the Product Order Form and Distributor Agreement as an Adobe Acrobat file, and fill out **every section**.
- Please attach copy of your identity card or other identification documents, e.g. passport. If the applicant is a company, please attach a copy of the Business Registration Certificate of the company.
- 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 completed. You need to fill in your sponsor's name, and distributor ID number.
- Be sure to specify which model is being purchased in the "PRODUCT ORDER" section.
- Check the "Payment" box
- After Enagic send you the shipping quotation, please input the total cost that the buyer is paying.
- 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. For example, in case where a husband and wife want to be distributors they need to fill out separate application form.
- The "APPLICANT BANK INFORMATION" section must be filled with the applicant's bank information. The bank account holder's name must be same as the applicant.

- You must be at least 18 years of age to apply for the the Enagic User/Distributor.
- Nicknames are not allowed on the application. The name written on the Distributor Application must be the same as what is written on and Enagic Financing forms.
- 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.
- Copy of identity card and other document is 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.

Specific Information and Explanations

- 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 form must be filled out. If user/distributor 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 form.
- The **Return Policy** form needs to be signed by the applicant in the designated areas to signify that he/she understands the policies.
- Please note that application with missing information with the payment in advance will be placed into a pending file. The applicant needs to fill up a Pre-paid Agreement.
 - All products are shipped via DHL and therefore cannot 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.

*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, Installment, paypal, and siam pay (with credit card information as backup).

b.) Purchasing as a Asia User (Cambodia, Laos and Myanmar)

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 purchase a machine for self-use only.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to **www.enagic.co.th**

General Information

- You can click on the link above to download the Product Order Form and Distributor Agreement 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 to ensure your application can be completed. You need to have your sponsor's name and distributor ID number filled in.
- Be sure to specify which model is being purchased in the "PRODUCT ORDER" section,
- Check the "Payment" box
- After Enagic send you the shipping quotation, please input the total cost that the buyer is paying.
- 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. For example, in case where a husband and wife want to be distributors they need to fill out separate application form.
- You must be at least 18 years of age to apply for the the Enagic User/Distributor.
- Nicknames are not allowed on the application. The name written on the Distributor Application must be the same as what is written on the and Enagic Financing forms.
- 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.

Specific Information and Explanations

- 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 form must be filled out. If a Thailand user/distributor 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 form.
- The **Return Policy** form needs to be signed by the applicant in the designated areas to signify that he/she understands the policies.
- Please note that application with missing information with the payment in advance will be placed into a pending file. The applicant needs to fill up a Pre-paid Agreement.
- All products are shipped via DHL and therefore cannot 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.

*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, Installment, paypal, and siam pay (with credit card information as backup).

c.) **Purchasing as a Thailand Local Distributor**

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.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to **www.enagic.co.th**

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- Please attach copy of your identity card or other identification documents, e.g. passport. If the applicant is a company, please attach a copy of the Business Registration Certificate of the company.
- 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 , and distributor ID number filled in.
- Be sure to specify which model is being purchased in the "PRODUCT ORDER" section.
- Check the " Payment" box
- Please input the total cost that the buyer is paying.
- 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. For example, in case where a husband and wife want to be distributors they need to fill out separate application form.
- The “APPLICANT BANK INFORMATION” section must be filled with the applicant’s bank information. The bank account holder’s name must be same as the applicant.
- You must be at least 18 years of age to apply for the the Enagic User/Distributor.
- Nicknames are not allowed on the application. The name written on the Distributor Application must be the same as what is written on the and Enagic Financing forms.

- 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 form must be filled out. If a Thailand user/distributor 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 form.
- 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.
- Copy of identity card and other document is 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.

Specific Information and Explanations

- **Alternate Payer Form** : This form is to be filled out only when someone other than the buyer pay for the buyer.
- The **Return Policy** form needs to be signed by the applicant in the designated areas to signify that he/she understands the policies.
- Please note that application with missing information with the payment in advance will be placed into a pending file. The applicant needs to fill up a Pre-paid Agreement.

*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, E-payment, Installment, paypal, and siam pay (with credit card information as backup).

d.) Purchasing as a Thailand Local User

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 purchase a machine for self-use only.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to **www.enagic.co.th**

General Information

- You can click on the link above to download the Product Order Form and Distributor Agreement 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 to ensure your application can be completed. You need to have your sponsor's name and distributor ID number filled in.
- Be sure to specify which model is being purchased in the "PRODUCT ORDER" section,
- Check the "Payment" box
- Please input the total cost that the buyer is paying.
- 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. For example, in case where a husband and wife want to be distributors they need to fill out separate application form.
- You must be at least 18 years of age to apply for the the Enagic User/Distributor.
- Nicknames are not allowed on the application. The name written on the Distributor Application must be the same as what is written on the and Enagic Financing forms.
- 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.

Specific Information and Explanations

- 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 form must be filled out. If a Thailand user/distributor 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 form.
- The **Return Policy** form needs to be signed by the applicant in the designated areas to signify that he/she understands the policies.
- Please note that application with missing information with the payment in advance will be placed into a pending file. The applicant needs to fill up a Pre-paid Agreement.

*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, E-payment, Installment, paypal, and siam pay (with credit card information as backup).

Regulations on Company distributor/user

(For Thailand Local distributor/user)

Distributor/User must first register in his/her personal name before changing the name of Distributor/User to a company. Name can only be changed after one month of registration of the distributor/user. With effective from 1st August, 2015 handling charge for change of name would be THB 2,000. Handling charge will be waived for change of name in the first time.

Please refer the detail at 「 Policies and Procedures 」 No. 17 “Change of Business Name”

2. Enagic Financing (E-Payment) [for Thailand Local User Only]

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** that allows buyer to pay the machine price by monthly payments. Make sure the buyer reviews and agrees to the Terms and Conditions before submitting the application.

- Each person can only finance one machine at a time through E Payment. If a person wishes to finance the second machine, he must finish payment of the first machine. The Company will review the payment history of the first machine and determine if a person is qualified to finance the second machine.
- E- Payment not accept alternate payer.
- If you apply for E-Payment, go to Enagic Thailand apply by yourself.
- For application, the **Product Order Form and Distributor Application** and **Return Policy** must be submitted.
- Please specify the monthly payment amount informed by the Company. Please also specify the number of payments that will need to be made to complete the financing.

E-payment — automatic payment application

- Monthly payment due date will the 10th, 20th and 30th day of every month. The first payment date will be the 10th, 20th and 30th day of the next month you purchased the machine.
- For payment, please fill out E-payment form.

General E payment Information

- You must be at least 18 years of age to apply for the Enagic Financing (E-Payment) Program.
- Please note that when financing, only the buyer can pick up their own machine.
- The individual applying for financing should fully read and understand the application form and other documents 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 number ready when calling in to speak to the Administration department.
- 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 Account Department for a payment, please make sure the check can be cashed. Please make sure to write your distributor ID on the check.
- Statements are only available upon request. They are not sent out automatically.
- Only the customer whose name is on the account can receive information regarding the 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 his/her account.
- Please note that the Account Department is not open on weekends. Office hours are Monday to Friday from 9:00 to 18:00

Office hours of Sales Department are Monday to Friday from 10:00 to 19:00 and Saturday from 10:00 to 18:00.

Enagic Financing (E-Payment)

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, the family members of the deceased should produce evidence of death of the distributor. The company will consider return of the machine.

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: I have already signed up for financing but I would like to pay off my machine. How do I do this?

A: If you would like to pay off the balance after signing up for E-Payment, you need to contact the Account Department.

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.

3. **Signing Up as a Tokurei (Good Samaritan)**

A Tokurei (Good Samaritan) is someone who may be unable to purchase the machine, but 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 Agreement and Return Policy**), 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.

- When signing up as a Tokurei, one needs to select which machine they are working towards when filling out the application.
- A Tokurei will not receive their machine until accumulated commission can cover the cost of the machine.
- As a Tokurei, every time a sale is made within the 8 point structure, part of the commission will be placed toward the Tokurei's selected machine.

Example : if a Tokurei sold an SD501 machine with full payment, where the normal commission minus the SP bonus would be THB6,550 that person would receive THB3,750 The THB2,800 per point that was not paid would be saved and put towards the Tokurei's Enagic machine.

- All withheld Tokurei commissions are non-refundable, and can only be used toward the purchase of the Enagic machine. If a Tokurei ends his or her distributorship before purchasing the Enagic machine, the withheld Tokurei commissions shall remain the property of Enagic.
- SP **will not** be counted for the distributor while under the Tokurei plan.
- If a distributor already has an account or Tokurei 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 machine 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 the Tokurei has been completed.
- After Tokurei cancellation, you need to make one direct sale to get SP.
- **Please fully read the Agreement of Tokurei Payment Plan form.**

Tokurei Commission Withheld by Machine

JR II	THB 2,800
SD501/ SD501P/ K8	THB2,800
Anespa	THB2,800
Super 501	THB 5,600

4. General Commission Information

Common Questions

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

A: Commission will be paid via autopay or TT. Normally it will take 2-3 weeks to effect payment. But for payment through Aeon account 1 month will be taken.

Q: What should I do if I change my account for payment of commission ?

A: You will need to submit a "Change of Account" form. Please obtain the form from the company. Please fill it out in its entirety before submitting.

Q: Why have my commission been offset?

A: Commission can be offset for many reasons. One reason may be due to default in payment of your downline. If payment is in default, commission must be returned from everyone that it was issued to. Usually, they will simply offset a future commission if you have any sales. If you have no future sales, please return the commission or make a personal or cashiers check to the company for settlement.

Q: How can I put a stop-payment on the commission of someone in my downline?

A: Upline who wants to stop-payment on any of the commission of anyone in their downline, he/she must contact the company for arrangement.

Q: My downline should have completed all the monthly payments for the machine. Why haven't I received my commission 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 Account Department to verify how far along with the payments they are.

Q: How can I check my commission?

A : You can enquire at sales department for 8P Genealogy and 6A Education Allowance (once a month).

Q: Why commission received is always less than it shown on the margin chart?

A: In case the Receiving Bank is outside Thailand, overseas bank remittance would be arranged and related bank service charges will be deducted before deposit the commission to the bank. If you do not have THB or USD bank account, the difference of the commission receive might also cause by the exchange rate that determine by the bank.

General Commission Information

- Please have all names and ID numbers ready when calling to make any inquiries.
- Please wait at least **10 business days** before calling to ask about any missing commission.
- 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.
- The distributor is responsible for making sure that the account department has all updated information, including but not limited to, identity card number, address, bank account, Business Registration Certificate and Annual Report of the Company information. If your information is not up-to-date, your commission 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 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 two (2) years 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 "DO". If you do not have a direct sale in over two (2) years, you are not qualified to receive any commission, 6A educational allowance and/or incentive. This status is called "FAO". 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.

Distributor Sales Status (SD501 Example)

	<u>Amount</u>
D1 (Normal Status) A direct sale has been made within 6 months	THB 6,550
DO (Partial Status) A direct sale has not been made for over 6 months	THB 3,275
FAO No direct sale has been made for over 2 years	THB 0

Filter Commission

Regular Filter	THB 160
High Grade Filter	THB 200
Anespa Outer Filter	THB 160
Anespa Ceramic Filter	THB 560

Filter Commission (During Annual Sale)

Regular Filter	THB 80
High Grade Filter (SD-501, SD-501-P, JR11, Super-501, K8)	THB 100
Anespa Outer Filter	THB 80
Anespa Ceramic Filter	THB 360

*Filter commission will be issued once the amount accumulated reaches more than THB 8,000

5. 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 90 days, 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 90 days 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 THB 4,920. Please note that the SP bonus' are not paid retroactively. (Please refer to the section on UKON DD to view the exception to the rule.)

SP Bonus Per Machine

K8	THB 2,300/pt
Super 501	THB 2,050/pt
Anespa	THB 810/pt
SD501/SD501P	THB 1,640/pt
JRII	THB 810/pt
Anespa Member price	THB 610/pt

6. Member Price

- Member price only applies for Anespa model
- Machine sold at member price will be counted as your group sales and direct sales
- Member price can earn commission
- Member price machine cannot register as your Step Up unit (1st, 2nd, 3rd, 11th, 21st, 51st and 101st unit)
- Member cannot sponsor any user/distributor
- Member price machine limited to three units for individual or company distributor/user, multi I.D. with same individual name, or, different company name with same director / share holder, all limited to three units.
- Non-permanent Ukon DD I.D. is not allowed to purchase member price machines.

7. UKON DD

1. You need to be enrolled in the Ukon DD program in order to receive DD commission from sales made in your downline.
2. UKON DD program allows the distributor maintain to their SP status for 120 days without making machine direct sales.
3. UKON DD (need repeat at least 2 times, otherwise will be terminated.)
4. After terminated, the applicant is not qualified to receive commission for any Ukon DD sales.
5. Once you discontinue, you will not be qualified for SP and your commission will depend on your last direct machine sale.
6. Three(3) Ukon DD sales will be counted as one machine sale in regards to the incentive bonus.
7. Purchase of Ukon, need to contact and pay to 'Okinawa Kangen Foods Co., Ltd.' of Japan.
8. The recipient of an international shipment may be subject to such import fees, GST or VAT which are levied once a shipment reaches your country, additional charges for customs clearance must be borne by the recipient. Custom policies vary widely from country to country, you should contact your local customs office for further information. When customs clearance procedures are required, it can cause delays beyond our original delivery estimation.
9. Return Policy – Okinawa Kangen Foods Co., Ltd. will replace or accept return if the products are damaged. The applicant must return the product within seven (7) days of delivery. For any returns after the 7-day period or if the product is used, we reserve the right to inquire the reasons for returning or exchanging the product, and the right to decline your request.

1. How much does Ukon™ DD cost?

Brand new customers pay Yen 66,500 (exclude applicable taxes and shipping) for a 120 day supply of Kangen Ukon™. But existing Kangen Water® distributors only pay Yen 58,000 for the 120 day supply.

2. How much is an Ukon™ DD commission point?

Each Ukon™ DD point is worth Yen 4,000, the local currency is according to the exchange rate. But you must have Ukon™ DD account to receive Ukon™ DD commission.

3. How much will I earn when I sell Ukon™ DD?

It depends on your customer. There are 2 types of Ukon™ DD customers: New Customers and current Kangen Water® Customers.

NEW CUSTOMERS

If you sell Ukon™ DD to a brand new customer, you will be paid the same amount of points as your Kangen Water® rank. For instance, if you are a 6A and sell Ukon™ DD to a new customer who has not previously purchased a machine, you will earn 6 Ukon points, or Yen 24,000 (each Ukon point is Yen 4,000).

Kangen Water® CUSTOMERS

If your downline partner buys Ukon™ DD under herself/himself, or team member in your downline, at first time you will be paid according to which leg that downline customer is in. For example, an Ukon™ DD sale to a customer in your 3A leg will give you a maximum of 3 points (Yen 12,000), even if you are currently a 6A. This even applies to sales for yourself! As a Kangen Water® distributor, when you purchase Ukon™ DD, you will receive the same amount of points as your Kangen Water® rank. So if you are a 3A, you'll be paid Yen 12,000 for your own Ukon™ DD purchase! And since Kangen Water® customers are already getting a great discount on Ukon™ DD (Yen 58,000 for a 4 month supply, versus Yen 66,500).

4. Can I sell Ukon™ DD and Kangen Water® to a brand new customer?

Yes, you may sell both products to a new customer, and this counts as 2 sales. But please note that the new customer must first purchase a Kangen Water® machine, and then they can buy Ukon™ DD under their own distributorship (or vice versa). They cannot buy both at the same time.

5. Do I earn commission from my own Ukon™ DD purchase?

Yes, when you purchase Ukon™ DD, you will receive the same amount of points as your Kangen Water® rank. So if you are a 5A, you'll be paid Yen 20,000 for your own Ukon™ DD purchase. But, your repeat purchase will give you maximum of 1 point (Yen 4,000) even in your 5A leg.

6. When repeat purchase, do I need to fill up the form and what should I do?

You need to fill up the application form again and fill up Repeat Box from 2nd, 3rd ...purchase.

7. Are Ukon™ DD sales counted the same as Kangen Water® machine sales?

There is a 1:1 ration for Ukon™ DD and Kangen Water® machines for your Kangen Water® rank. In other words, selling Ukon™ DD is considered a "sale" that will count toward your next Kangen Water® promotion. However, there is a 3:1 ration for Kangen Water® Title Incentives and Bonus.

8. Can I recruit from another Kangen Water® line?

No, you are not permitted to recruit out of line. All Kangen Water® distributors will keep the same customers and structure.

9. How do SP work with Ukon™ DD?

DD program allows the distributor to maintain their SP status for 120 days without making machine direct sales.

10. If I miss a payment or my downline misses a payment, what happens?

If Ukon™ DD does not repeated more than 2 times, the Ukon™ DD ID will be terminated. If you repeat two purchases of Ukon™ DD after a new Ukon™ DD ID registration, your Ukon™ DD ID will not be cancel.

11. Can I buy as many Ukon™ DD as I want?

You can purchase 1 set in one single time in every 120 days, even you purchase more than 1 set, SP 120 days.

12. When Step Up to a new ranking, Can I benefit for the member price Yen 58,000?

Brand new customers pay Yen 66,500; Existing Kangen Water® distributors only pay Yen 58,000.

13. Can use Ukon™ DD to Step Up?

Can use Ukon™ DD step up to 2A-6A.

14. If I am a vegetarian, can I buy US version?

Yes, you can request when you place the order.

15. Ukon™ DD for New Title ?

New Title Bonus will pay 1/3, repeat 1st time get another 1/3, repeat 2nd time get another 1/3.

16. Can Tokurei registration use Ukon™ DD?

No, Tokurei registration only can sponsor water machine for registration.

17. Existing Tokurei can sponsor Ukon™ DD?

No cannot.

18. Existing Ukon™ DD can sponsor member price?

Only after the Ukon™ DD ID become a Permanent ID.

***Enagic business model is network marketing, purchase many or using own name to repeat is not network marketing, if doing so the limitation will also apply on bonus.**

8. CONSUMER LIMITED WARRANTY

Enagic (Thailand) Co., Ltd. warrants to the original purchaser that this Leveluk brand product (the "product"), will be free from defective workmanship and materials, and agrees that it will, at its option, either repair or replace the defective product or part thereof with a new or remanufactured equivalent at no charge to the purchaser for the period(s) set forth below.

This warranty does not apply to any cosmetic items of the product nor to any optional item(s) set forth below not to any product set forth below and provide proof of purchase to Enagic (Thailand) Co., Ltd.

The limited warranty described herein is in addition to whatever implied warranties may be granted to purchasers by law. ALL IMPLIED WARRANTIES INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE ARE LIMITED TO THE PERIOD(S) FROM THE DATE OF PURCHASE SET FORTH BELOW. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS.

YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Neither the sales personnel of the seller nor any other person is authorized to make any warranties or to extend the duration of any warranties beyond the time period described herein on behalf of Enagic (Thailand) Co., Ltd. The warranties described herein shall be granted by Enagic (Thailand) Co., Ltd. and shall be the sole and exclusive remedy available to the purchaser. Correction of defects, in the manner and for the period of time described herein, shall constitute full satisfaction of all claims, whether based on contract, negligence, strict liability or otherwise. In no event will Enagic (Thailand) Co., Ltd. be liable or in any way responsible for any damages or defects in the product which were caused by repairs performed by anyone other than an authorized service representative nor shall Enagic (Thailand) Co., Ltd. be liable, or in any way responsible, for any incidental or consequential damages, so the above exclusion may not apply to you.

THIS LIMITED WARRANTY DOES COVER REPAIR AND SERVICE FOR MACHINES USED OUTSIDE OF THE COUNTRY OF PURCHASE.. PLEASE NOTE THAT ALL INTERNATIONAL SHIPPING CHARGES MUST BE PAID FOR BY THE CUSTOMER.

Warranty period according to following table:

Model	Warranty Period
K8, SD-501, SD-501 P	5 Years
JrII, Super-501, Anespa	3 Years

With respect to parts and labor, on the condition that the electrolysis chamber is kept clean with a cleaning cartridge, applied at least twice a month. The cleaning cartridge can be purchased separately as an optional maintenance kit.

Additional items not covered by warranty:

Flexible pipe, hoses, accessories, printed materials, deep cleanings, enhancer damage, improper voltage, misuse and abuse of unit, machine alterations, damages caused by natural disasters, and shipping for products sent in for any service other than repair(s)