

ĐƠN YÊU CẦU SỬA CHỮA REPAIR REQUEST

Công ty TNHH Enagic Thái Lan

Enagic Thailand Co., Ltd.

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Email: rp@enagic.co.th

No. _____

Chỉ cho trường hợp sử dụng chính thức

Tên người sử dụng Owner's Name		Mã nhà phân phối Distributor ID			
Người liên lạc Contact Person		Số điện thoại liên lạc Contact Tel no.			
Mẫu Model		Thư điện tử: E-mail		Số series Serial No	
Địa chỉ Address					Bảo hành Warranty Yes No
Accessory Received Phụ tùng nhận được					
Ổng di động	Yes No	Bộ chuyển đổi	Yes No	Chân đế ống cấp nước thứ hai	Yes No
Ổng mạ u trắng	Yes No	Ổng m àu xám	Yes No	Bộ tăng cường điện phân	Yes No
				Bộ lọc	HG Reg

Yêu cầu bảo hành:

Maintenance

Request:

Nhận xét của nhân viên:

Staff Remarks:

Ngày nhận hàng

Receive Date

Chữ ký của nhân viên

Staff Signature

Nhân xét:

Comments:

Báo cáo về bảo hành:

Maintenance

Report:

Type of delivery	Pickup	EMS	DHL	Others:	Tracking No.
Ngày trả hàng: Return Date				Chữ ký của người nhận hàng: Signature	

Machine Repair Instructions – Vietnam

We regret that you are experiencing issues with your machine. It is critical that you follow the instructions below precisely.

CHECKLIST

① Complete and Submit Repair Form

- Fill out the repair form and send it to rp@enagic.co.th for warranty condition verification.

② Approval and Delivery

- Once your repair request is approved, ship the machine to the address provided, following all delivery requirements.
- **If the machine is out of warranty**, we will inspect the required repair parts and issue a quotation. If you approve the quotation, we will proceed with the repair.

Delivery Instructions:

• **REMOVE** the enhancer tank, diverter, and adapter. **Enagic will not be responsible for and will not replace these items under any circumstances. Damage to the enhancer occurs when electrolysis enhancer fluid remains in the tank or machine during transport. Mishandling may cause leaks and internal damage, which are not covered under warranty.**

- ▶ Drain all water from inside the machine.
- ▶ Ship only the main machine body. Do not include the diverter, pre-filter, or other accessories.

Delivery Address:

HUYEN TRANG TECHNICAL TRADING COMPANY LIMITED

GF-03A Ground Floor, Topaz Building
No. 92 Nguyen Huu Canh Street
Thanh My Tay Ward, Ho Chi Minh City, Vietnam
Tel: +84 379 967 168
Email: info@huyentrangkang.com.vn

③ Repair Timeframe

- Allow approximately 5–7 business days for repair completion.

④ Return Shipping

- Enagic will cover the return shipping cost once repairs are complete.
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Important Notes

■ If calcium buildup is found during inspection, deep cleaning will be performed automatically. This service is not covered under warranty. Cost: 2,188,000 VND

■ Items not covered by warranty:

Flexible pipes, hoses, accessories, printed materials, deep cleanings, calcium deposits on the plate, enhancer damage, improper damage, misuse or abuse, machine alterations, damage from natural disasters, insect infestation (e.g., ants), and shipping costs for any services other than repairs.



Service Price chart in Vietnam

Service	Apply model	Condition	REGISTERED UNDER THAILAND	REGISTERED OTHERS COUNTRY
DEEP CLEAN	ALL MODELS	with warranty	2,188,000 VND	NOT ACCEPT FOR REPAIR IN VIETNAM
		without warranty		
External Clean	ALL MODELS	with warranty	342,000 VND	
		without warranty		
Condition	NO POWER	with warranty	0	
	NO PH		0	
	LEAKING		0	
	Switch / Control Panel		0	
	NO ARROW ON DISPLAY		0	
Condition	NO POWER	without warranty	8,160,000 VND	
	NO PH		8,160,000 VND	
	LEAKING		1,760,000 VND	
	Switch / Control Panel		1,760,000 VND	
	NO ARROW ON DISPLAY		1,760,000 VND	
Other Condition	All models	with warranty	Need estimate before repair	
		without warranty		
CHANGE PLATE	SD501 (7 PLATE)	with warranty	19,152,000 VND	
	JRII (3 PLATE)		8,208,000 VND	
	JRIV (4 PLATE)	AND	10,944,000 VND	
	K8 (8 PLATE)	without warranty	21,888,000 VND	
	SUPER501 (5 PLATE)	13,680,000 VND		
	SUPER501 (7 PLATE)	19,152,000 VND		
Remark				
Deep Clean is not included in the warranty				
Damage machine by Calcium caught will change Plate with a fee				
Machine Warranty		SD501, SD501 PLATINUM , K8		5 YEARS
		JRII, JRIV, LEVELUK R, SUPER501, ANESPA DX		3 YEARS

NOTICE

The machines are sold in Vietnam must be authorized by and shipped from Enagic Thailand since January 2019.

The serial number must be ended only with these following characters.

MODEL	SERIAL NUMBER	WARRANTY PERIOD
K8	XX XXXXXX LG	5 YEARS
SD501	XX XXXXXX EG	
SD501 PLATINUM	XX XXXXXX FG	
ANESPA DX	XX XXXXXX PN	3 YEARS
JRII	XX XXXXXX HG	
JRIV	XX XXXXXX RG	
SUPER501	XX XXXXXX NG	

Apart from these serial characters, they are not official machines from Enagic Thailand and the warranty will not be covered.