



# Distributor Handbook

For Thailand Territory Asia (Cambodia, Laos, Myanmar and Vietnam)

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This document supersedes all previous editions.

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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 make sure to read this booklet thoroughly before submitting any applications to avoid any issues\*\*

## **Distributor Responsibilities**

As a distributor, you have many responsibilities that are vital not only to your success but also for ensuring all interactions with the company are as productive as possible. It is very important to understand that you are not working for Enagic Thailand, or vice versa, but are working as your own entity. The role of Enagic Thailand 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. 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 machine installation, operation, cleaning, maintenance.
- 3) Being responsible for training and fully educating all distributors in your downline to make them fully self-sufficient.
- 4) Answering all questions 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.
- 5) Not making any health, monetary, or false claims. If you have knowledge of anyone making the above claims, please contact the company immediately.
- 6) Not exchanging any money in dealing with the water under any circumstances. That includes donations, as well as selling the water.
- 7) Reading, fully understanding, and abiding by the company's Policies and Procedures.
- 8) Running your distributorship in an ethical manner.
- 9) Being responsible for training machine installation, operational, cleaning, maintenance.

## **1. Instructions on how to place an order**

### **Purchasing as a 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.

All forms can be accessed on the website at [www.enagic.co.th](http://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** that allows for typing before printing.
- 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.
- 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 filled in.
- In the section that says "Register the applicant as yours [ ]A", the sponsor needs to state what line the sale will be under.
- Be sure to specify which machine is being purchased in the "Product Ordered" section.
- Check the " Payment method" box.
- **A copy of the identity card and official banking information is needed** for the applicant to be processed as an independent distributor. The bank account holder's name must be the same as the applicant's name.
- You must be at least 18 years of age to apply for the Enagic Distributor.

### **Specific Information and Explanations**

If the applicant's name and the name of the transferer or card used to pay for the unit are not the same, the alternate payer form must be filled out. If the independent 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 distributor agreement, Replacement and Return Policy, Refund Policy** needs to be signed by the applicant in the designated areas to ensure full understanding of the policies.

Please note that the application with missing information will be pending.

\*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, Installment, PayPal, and Siam pay.

## **Purchasing as a user**

When filling out an application, a new user needs to completely fill out and submit the Product Order Form as well as the Return Policy, and a copy of their ID card. A User is someone that would like to purchase a machine only and does not care about doing business side.

The Product Order Form as well as all other forms can be accessed on our website by going to [www.enagic.co.th](http://www.enagic.co.th).

## **General Information**

You can access the link above to download the Product Order Form and Distributor Agreement as an Adobe Acrobat file and fill out every section that allows for typing before order submission.

Only one name can be listed as the applicant. If more than one name is listed, it may hold up the processing of your application.

Make sure TO SIGN the form and HAVE YOUR SPONSOR SIGN 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, including your sponsor's name, and distributor ID number.

In the "Register the applicant as yours [ ]A" section, the sponsor needs to state what line the sale will be under.

Be sure to specify which machine is being purchased in the "Product Ordered" section.

Check the " Payment method" box.

A copy of identity card is needed for the applicant to be processed as User.

You must be at least 18 years of age to apply for the Enagic User.

## **Specific Information and Explanations**

If the applicant's name and the name of the transferer or card used to pay for the unit are not the same, the alternate payer form must be filled out. The official banking information does not need to be submitted for a buyer that only wants to be a User and not a Distributor.

**The Replacement, Return Policy, Refund Policy** needs to be signed by the applicant in the designated areas to ensure full understanding of the policies.

Please note that the application with missing information will be pending.

\*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, Installment, PayPal, and Siam pay.

## **Purchasing as a Distributor under Business name**

To purchase a machine as a business name, the Distributor Agreement and Product Order Form, the Return Policy and official business bank information must be submitted. However, in submitting an order as a business, one needs to also submit a copy of the business registration and a copy of one shareholder's ID Card.

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](http://www.enagic.co.th).

### **General Information**

- You can click on the link above to download the Product Order Form as an Adobe Acrobat file and fill out every section that allows for typing before printing.
- 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.
- 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 filled in.
- In the section that says "Register the applicant as yours [ ]A", the sponsor needs to state what line the sale will be under.
- Be sure to specify which machine is being purchased in the "Product Ordered" section.
- Check the " Payment method" box.
- A copy of the business registration, official business bank information and a copy of one shareholder's ID Card is needed for the applicant to be processed as distributor.
- You must be at least 18 years of age to apply for the Enagic Distributor.

### **Specific Information and Explanations**

If the applicant's name and the name of the transferer or card used to pay for the unit are not the same, the alternate payer form must be filled out.

**The Replacement, Return Policy, Refund Policy** needs to be signed by the applicant in the designated areas to ensure full understanding of the policies.

Please note that the application with missing information will be pending.

\*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, Installment, PayPal, and Siam pay.

## **Purchasing as a User under Business name**

When filling out an application, a new user needs to completely fill out and submit the Product Order Form, as well as the Return Policy and a copy of business registration and a copy of one shareholder's ID Card. The Product Order Form as well as all other forms can be accessed on our website by going to [www.enagic.co.th](http://www.enagic.co.th).

### **General Information**

You can access the link above to download the Product Order Form and Distributor Agreement as an Adobe Acrobat file and fill out every section that allows for typing before order submission.

Only one name can be listed as the applicant. If more than one name is listed, it may hold up the processing of your application.

Make sure TO SIGN the form and HAVE YOUR SPONSOR SIGN 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, including your sponsor's name, and distributor ID number.

In the "Register the applicant as yours [ ]A" section, the sponsor needs to state what line the sale will be under.

Be sure to specify which machine is being purchased in the "Product Ordered" section.

Check the " Payment method" box.

A copy of the business registration and ID card of one shareholder is needed for the applicant to be processed as User.

You must be at least 18 years of age to apply for the Enagic User.

### **Specific Information and Explanations**

If the applicant's name and the name of the transferer or card used to pay for the unit are not the same, the alternate payer form must be filled out.

**The Replacement, Return Policy, Refund Policy** needs to be signed by the applicant in the designated areas to ensure full understanding of the policies.

Please note that the application with missing information will be pending.

\*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, Installment, PayPal, and Siam pay.

## **2. Enagic Financing E-Payment**

Enagic allows buyers to finance their machine in cases where a full payment cannot be made. Generally, what is needed is a down payment and the E-Payment 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, Return Policy, ID card and official bank information must be submitted. Make sure the buyer reviews and agrees to the Enagic Financing Department Terms and Conditions.

The Product Order Form as well as all other forms can be accessed on our website by going to [www.enagic.co.th](http://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** that allows for typing before printing.
- 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.
- 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 filled in.
- In the section that says "Register the applicant as yours [ ]A", the sponsor needs to state what line the sale will be under.
- Be sure to specify which machine is being purchased in the "Product Ordered" section.
- Check the "Payment method" box.
- A copy of the identity card and official bank information is needed for the applicant to be processed as an independent distributor. The bank account holder's name must be the same as the applicant's name.
- You must be at least 18 years of age to apply for the Enagic Distributor.

### **Understanding the Enagic Payment – Automatic Payment Application**

- E-Payment does not accept alternate payer.
- Each person can only finance one machine at a time through E-Payment. If a person wishes to finance the second machine, he/she 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.
- The individual applying for financing should fully read and understand the application form and other documents as well as the terms and conditions.
- Please be sure to specify the monthly payment amount based on your chosen payment program, and the schedule automatic withdrawal on the 20th of every month.

Please note that the application with missing information will be pending.

\*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, Installment, PayPal, and Siam pay.

## **Purchasing as a User with Enagic Financing (E-Payment for Thai Resident only)**

Enagic allows buyers to finance their machine in cases where a full payment cannot be made under personal name only. Generally, what is needed is a down payment and the E-Payment 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, Return Policy and ID card must be submitted. Make sure the buyer reviews and agrees to the Enagic Financing Department Terms and Conditions.

The Product Order Form as well as all other forms can be accessed on our website by going to [www.enagic.co.th](http://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** that allows for typing before printing.
- 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.
- 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 filled in.
- In the section that says "Register the applicant as yours [ ]A", the sponsor needs to state what line the sale will be under.
- Be sure to specify which machine is being purchased in the "Product Ordered" section.
- Check the "Payment method" box.
- A copy of the identity card is needed for the applicant to be processed as User.
- You must be at least 18 years of age to apply for the Enagic User.

### **Understanding the Enagic Payment – Automatic Payment Application**

- E-Payment does not accept alternate payer.
- Each person can only finance one machine at a time through E-Payment. If a person wishes to finance the second machine, he/she 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.
- The individual applying for financing should fully read and understand the application form and other documents as well as the terms and conditions.
- Notify the company if anything changes such as your address, telephone number, or financial information.
- Please be sure to specify the monthly payment amount based on your chosen payment program, and the schedule automatic withdrawal on the 20th of every month.

Please note that the application with missing information will be pending.

\*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, Installment, PayPal, and Siam pay.

## **Enagic Financing (E-Payment for Thai Resident only)**

### **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 set up, 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 returning 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 transaction 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 in 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 Tokurei 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 by full payment. 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 points structure, part of the commission will be placed toward the Tokurei's selected machine.

**For Example:** if a Tokurei sold 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 IV	THB 3,000
SD501/ SD501P/ K8	THB2,800
SD501 DX	THB2,000
Anespa Dx	THB2,800
Super 501	THB 5,600

## **4. General Commission Information**

Please have all names and ID numbers ready when calling to make any inquiries.

Please wait at least **15-30 business days** before calling to ask about any missing commission.

For any questions regarding the 8 points system, please contact your upline, attenda 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 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 one (1) year, 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.

<b>Distributor Sales Status (SD501 Example)</b>	<b>Amount</b>
D1 (Normal Status)	A direct sale has been made within 6 months
DO (Partial Status)	A direct sale has <b>not</b> been made for over 6 months
FAO	No direct sale has been made for over 1 year

### **Filter Commission**

FC1 Filter (SD501, SD501P, JRIV, JRII, K8)	THB 240
High Grade Filter	THB 200
Anespa External Filter	THB 160
Anespa Ceramic Filter	THB 560

### **Filter Commission (Discount Price)**

FC1 Filter (SD501, SD501P, JRIV, JRII, K8)	THB 140
High Grade Filter	THB 100
Anespa External Filter	THB 80
Anespa Ceramic Filter	THB 360

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

\*Filter commission contains 8 points which release to buyer and up-line.

## 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 2-4 weeks to effect payment.

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 cashier's 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: I sold a machine in (input country). Where will my commission have paid from?

A: Business in (input country) will be processed at the branch office that handles that area.

If you have a Thailand ID number, your business from (input country) will be forwarded to the Thailand commission's office from the foreign Enagic branch office.

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: 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 received might also be caused by the exchange rate that is determined by the bank.

## **5. Special Points (SP)**

SP is an additional bonus payment that is issued whenever a direct sale is made by an independent 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 Dx	THB 810/pt
SD501/SD501P	THB 1,640/pt
JRIV	THB 750/pt
SD501 DX	THB 2,230/pt

## **6. UKON**

### **UKON DD**

UKON DD is a special program designed to help distributors maintain their SP status without making a direct sale every three months. To sign up for the program, fill out the UKON application form completely and place by email or hand-carried to the office. Please refer to the form for details of product selection. This program is a continuous purchase in a set of periods every 4 months. We will continue to notify you every 4 months unless the program is cancelled. You must submit a signed "Cancellation Request Form" to Enagic Thailand at least 7 business days before your upcoming renewal date. Please note that once you cancel the program, you may or may not be able to reactivate your cancelled account. Also, note that the UKON DD program is purchased per account. Therefore, if distributors have multiple accounts and want to purchase the program for each account, they must fill out the application for each account. UKON DD Commission Commissions are paid up to 8 points as normal. You must have an active Ukon account to earn UKON commission. If you fail to make a monthly or renewal term payment within 10 days from the due date, your account may be suspended or terminated. Any SP Benefit attached to this product will be discontinued at the time of suspension or termination of your account.

### **UKON SIGMA**

UKON SIGMA is a special program designed to help distributors maintain their SP status without making a direct sale every three months. To sign up for the program, fill out the UKON application form completely and place by email or hand-carried to the office. Please refer to the form for details of product selection. This program is a continuous purchase in a set of periods every 1 year. We will continue to notify you every 1 years unless the program is cancelled. You must submit a signed "Cancellation Request Form" to Enagic Thailand at least 7 business days before your upcoming renewal date. Please note that once you cancel the program, you may or may not be able to reactivate your cancelled account. Please also note the UKON SIGMA program is purchased per account. Therefore, if distributors have multiple accounts and want to purchase the program for each account, they must fill out the application for each account. UKON SIGMA Commission are paid up to 8 points as normal You must have an active Ukon account to earn UKON commission. If you fail to make a monthly or renewal term payment within 10 days from the due date, your account may be suspended or terminated. Any SP Benefit attached to this product will be discontinued at the time of suspension or termination of your account.

## **Common Questions**

### **1. Identities Definition**

New Customer – Not registered as Distributor or User of Enagic when the Initial purchase is Ukon™.

Kangen Water Distributor – A registered Enagic Distributor with machine purchase.

### **2. How much does 1 set of Ukon™ DD and Ukon™ $\sum$ 3DD cost?**

Standard price for Ukon™ DD is THB 28,000 and Ukon™  $\sum$ 3DD is THB 78,000.(Excluded delivery cost/import tariff/tax)

### **3. How much are the commission points for Ukon™ DD and Ukon™ $\sum$ 3DD?**

Each Ukon™ point is THB 1,150 and Ukon™  $\sum$ 3DD is THB 3,200, but you must possess an active Ukon™ DD ID to receive Ukon™ DD commission.

### **4. How much commission will I earn by selling Ukon™ DD?**

Ukon™ DD program has commission of 8 points; depends on your registered Level of Rank. It varies according to the type of customers you sell to, which could be a New Customer or a Kangen Water Distributor.

New Customer

Selling Ukon™ DD to New Customer will benefit you to earn commission as your Kangen Water machine registered rank.

For example, if you are at rank 6A and sponsor a New Customer to buy Ukon™ DD, you will earn THB 6,900 (THB 1,150 x 6 Ukon™ DD points).

Kangen Water Distributor

If your downline partner or downline team member buys Ukon™ under herself/himself, you will earn a commission according to their level of leg.

For example, a Ukon™ DD sell to your downline customer in your 3A leg will offer you a maximum of THB 3,450 (THB 1,150 x3 Ukon™ DD points), even if you are currently in 6A. This applies to your own purchase. As a Kangen Water Distributor, when you purchase Ukon™ DD, you will receive the same amount of points as your Kangen Water rank. If you are in 3A, you will be paid THB 3,450 (THB 1,150 x 3 points) for your own Ukon™ DD purchase.

### **5. Is there any limit to renew Ukon™ DD and Ukon™ $\sum$ 3DD IDs?**

Yes. Ukon™ DD and Ukon™  $\sum$ 3DD ID renewal application could only be registered as 1A rank and you will receive 1 Ukon™ point. The rest of points will be passed up.

### **6. Can I sell Ukon™ and Kangen Water machine to a customer?**

No. A customer should purchase a machine for Initial registration, Ukon™ DD can be bought and sponsored by such Kangen Water Distributor ID (or vice versa).

### **7. Do I need to submit application form when apply for the renewal of my Ukon™ ID?**

Yes, you need to apply form and fill the number of Repeat times (e.g., 1 or 2 or ...).

### **8. Does Ukon™ sales count the same as Kangen Water machine sales?**

Counting group sales for Level of Rank, the ratio of Ukon™ DD, Ukon™  $\sum$ 3DD and Kangen Water machine is 1:1. In other words, selling Ukon™ DD counts as 1 unit of group sales. However, for New Title Incentives/Bonus, the ratio is 3:1.

9. How to count the Due Date & app Ukon™ DD or Ukon™  $\sum$  3DD ID Renewal?  
Due Date will be based on the date of your First Ukon™ purchase & registration.  
It is recommended to apply for Ukon™ DD every 4 months and Ukon™  $\sum$  3DD every 1 year.  
e.g., First Ukon™ DD purchase & registration on 15th Jan., the Due Date for the 1st Repeat will be by 15th May. The due date for the 2nd Repeat will be by 15th Sept., etc.  
e.g., First Ukon™  $\sum$  3DD purchase & registration on 15th Jan., then the Due Date for the 1st Repeat will be by 15th Jan next year.

For your renewal order, please apply a week ahead the Due Date.

Once your renewal reaches its Due Date, termination procedure will be processed the next day.

10. Can I recruit from another Kangen Water line?

No, you are not allowed to recruit from another line. All Kangen Water Distributors must remain the same structure and customer's line.

11. How does SP work with Ukon™ DD and Ukon™  $\sum$  3DD?

Ukon™ program allows Distributors to maintain their SP status for 4 months of Ukon™ DD and 1 year of Ukon™  $\sum$  3DD without making machine direct sales.

12. What will happen if I miss my Renewal?

Distributors are responsible to submit their renewal application on time. Failure to renew Ukon™ DD ID twice in a row will result in its termination without prior notice. Renewal your Ukon™ DD ID twice will make it permanent and not subject to termination. Ukon™  $\sum$  3DD is permanent ID.

Permanent & Non-Permanent Ukon™ DD and Ukon™  $\sum$  3DD ID are not entitled to receive Ukon™ DD commission once you miss the Renewal.

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

You are allowed to purchase 1 set in a single period only. Buying more sets will not extend the SP period. Also, one Ukon account can be registered under one machine account only.

14. Can I use Ukon™ DD to step up 6A?

No. Ukon™ DD can only be accepted to register to step up 2A-5A.

For Ukon™  $\sum$  3DD is permanent account, can be accepted to register to step up 6A.

15. What is UKON™ U.S. Version mean?

It is for Vegetarian. Please mark a 'tick' on the product column if U.S. Version is required.

16. How do Ukon™ DD and Ukon™  $\sum$  3DD IDs count for New Title Incentive/Bonus?

New Title Incentive/Bonus will be divided into 3 parts when Ukon™ DD is involved.

When Distributors who entitle to obtain New Title Incentive/Bonus, first part (1/3) will be released.

When Ukon™ DD IDs complete 1st Repeat orders, second part (2/3) will be released.

When Ukon™ DD IDs complete 2nd Repeat orders and get permanent Ukon™ DD IDs, Final part (3/3) will be released. Ukon™  $\sum$  3DD counts as 1 unit for New Title Incentive/Bonus.

17. Can I use Ukon™ DD and Ukon™  $\sum$  3DD to complete my Tokurei registration?

No. Tokurei registration must be completed with machine order.

18. Existing Tokurei can sponsor Ukon™ DD and Ukon™  $\sum$  3DD sales?

No.

19. Can Ukon™ DD ID sponsor Tokurei registration?

Only Permanent Ukon™ DD and Ukon™ Σ3DD ID can sponsor Tokurei registration.

20. Who is qualified for E8PA member price purchase?

A Kangen Water Distributor or Permanent Ukon™ DD and Ukon™ Σ3DD Distributor who purchased an E8PA Card. Once you are an active E8PA Distributor, you can purchase products at the E8PA member price.

21. What is the way to release Ukon™ DD and Ukon™ Σ3DD commission?

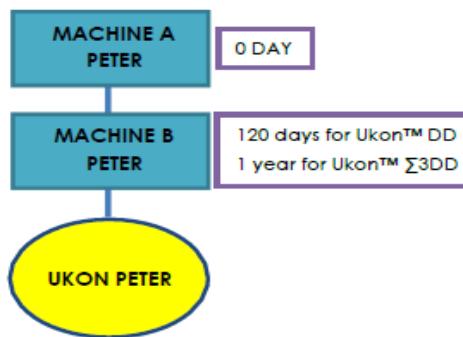
Ukon™ DD commissions are paid according to the commission payment cycle.

Permanent & Non-Permanent Ukon™ DD IDs are not entitled to receive Ukon commission once they miss the Renewal.

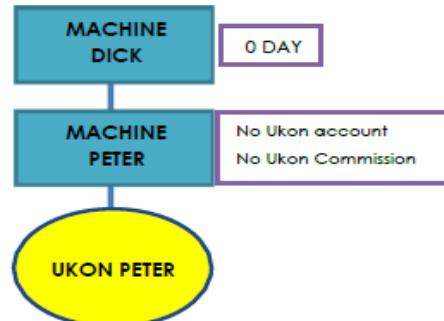
\* Any purchases that attempt to go against our company policy shall limit your commission.

### UKON Ukon™ DD and Ukon™ Σ3DD SP CASES

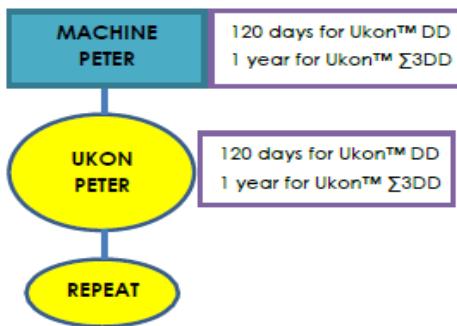
#### CASE 1.



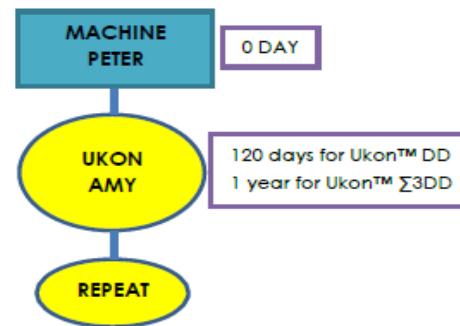
#### CASE 2.



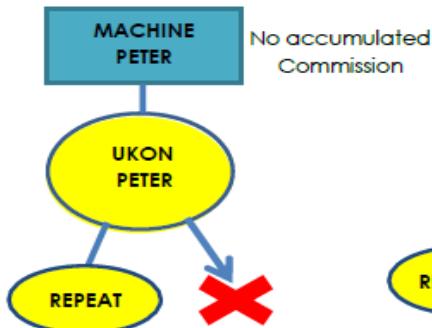
#### CASE 3.



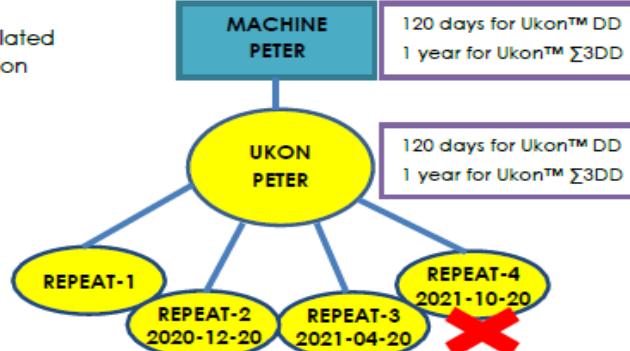
#### CASE 4.



#### CASE 5.



#### CASE 6.



## **7. 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 NOT COVER REPAIR AND SERVICE FOR MACHINES USED OUTSIDE OF THE COUNTRY OF PURCHASE. PLEASE NOTE THAT ALL INTERNATIONAL SHIPPING CHARGES MUST BE PAID BY THE CUSTOMER.

Warranty period according to following table:

Model	Warranty Period
K8, SD-501, SD-501 Platinum, SD501 DX	5 Years
JRII, JRIV, Super-501, Anespa DX	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)

## Trouble Shooting Guide

### **1. I cannot connect the adapter to my faucet. What do I do?**

Our company includes the most commonly used adapters with every machine order. If none of these adapters fit your faucet, unfortunately, we do not have additional options available. Your next step would be to visit a local hardware store to find an adapter that fits your faucet on one end and fits one of our adapters on the other end, enabling you to connect the diverter to the faucet.

If you are unable to find a compatible adapter for your faucet or our machine, you may need to connect the machine to a different faucet. We recommend installing a new faucet with a diameter size of 19-24mm.

Here is an overview of our adapter package for diverter mounting:

Set A: Designed for circular pipes with a bulging end. Includes ring adapters in sizes 16mm, 17.5mm, and 19mm.

Set B: Intended for faucets with an aerator for external screw threads. Includes adapters in white and gray, both with a size of 22mm.

Set C: Designed for faucets with an aerator for internal screw threads. Includes adapters in white with a size of 23mm and gray with a size of 24mm.

### **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 6,000 liters 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 office or 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. All Machines Model 3,200 THB.

### **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. (Tap water should be PH7)

Note: Using Enagic 3 Stage 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.

## **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 6,000 liters 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 contact your Distributor or contact the office.

## **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 Office 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 3 Stage Pre-filters (Fiber (PP)-Carbon (ATB)-Resin (ION)). The Blue (Carbon (ATB)) filter in the middle.

## **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, contact your distributor or office.

## **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 well water sources. This is often due to the well water being very acidic, containing carbonic acid gas, or both. Well water can vary in composition and may not contain the necessary minerals to produce ionized water. Therefore, it is crucial to conduct research and tests on the well water with the machine before selling it to a customer who relies on well water.

**As a solution, we recommend that the customer order a delivery water tank and use a Flojet pump directly connected to the 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 or Citric Acid. Use the vinegar or Citric Acid 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 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 3 Stage Pre-filters (Fiber (PP)-Carbon (ATB)-Resin (ION). The Resin (ION) 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 Resin (ION) Pre-Filter when producing strong Kangen/strong acid.

### **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.

### **39. Are the machines compatible on Island water?**

No, in some cases, customers have not been successful in producing Kangen Water when using island water supply or well water sources. This is often due to the water being very acidic, containing carbonic acid gas, or both. Water sources can vary in composition and may not contain the necessary minerals to produce ionized water. Therefore, it is crucial to conduct research and tests on the well water with the machine before selling it to a customer who relies on island water.

**As a solution, we recommend that the customer order a delivery water tank and use a Flojet pump directly connected to the machine.**

### **40. Are Enagic Machine 100/110V working in the country 220/240V**

Enagic machines that are designed for 100/110V cannot be directly used in countries with a 220/240V electrical system without the appropriate voltage converter or transformer. Electrical appliances are designed to work with the voltage levels specific to certain regions. Using an appliance rated for 100/110V in a 220/240V environment without proper conversion can lead to damage of the machine, reduce its lifespan, or even pose safety risks such as electrical fires or shocks.

If you have an Enagic machine that is designed for 100/110V and you wish to use it in a country with a 220/240V supply, you will need a step-up/down transformer or voltage converter that can handle the power requirements of your machine. The transformer or converter must be able to convert the 220/240V supply down to 100/110V, and it should also have a wattage rating that exceeds the wattage consumption. We recommended 500W for a minimum of your Enagic machine to ensure safe and effective operation.

Please note, Warranty not coverage if machine part inside destroy by incorrect voltage.

**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 (Distributor) for more advice.**