

ĐƠN YÊU CẦU SỬA CHỮA REPAIR REQUEST

Công ty TNHH Enagic Thái Lan

Enagic Thailand Co., Ltd.

Tầng 19, Đơn vị 1903-1904 Tòa nhà văn phòng Sathorn Square, 98 North Sathorn, Silom, Bangrak, Bangkok 10500 Thailand

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No. _____

Chỉ cho trường hợp sử dụng chính thức

Email: rp@enagic.co.th

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													
Ống di động	Yes No	Bộ chuyển đổi	Yes No	Chân đế ống cấp nước thứ hai	Yes No	Ống mà u trắng	Yes No	Ống m àu xám	Yes No	Bộ tăng cường đ iện 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.

REPAIR & SERVICING FEES PRICE LIST (MACHINE)

Repair Fee Charge in Vietnam dong (VND)

Applicable only to machines purchased in Vietnam and registered under the Thailand Sales Area.

MACHINE REGISTERED OTHERS COUNTRY NOT ACCEPT



MODEL	UNDER WARRANTY									
	POWER SUPPLY	MICROBOARD	CPU BOARD SET	CHAMBER	BASE	PUMP	SWITCH PANEL	LCD	TRAY&LOCK	OTHERS
LevelLuk K8	0.00	x	0.00	21,888,000 VND	0.00	0.00	x	x	0.00	TBC
LevelLuk SD501	0.00	x	x	19,152,000 VND	0.00	0.00	0.00	0.00	0.00	TBC
LevelLuk SD501DX	0.00	x	x	19,152,000 VND	0.00	0.00	0.00	0.00	0.00	TBC
LevelLuk SD501 PT	0.00	x	x	19,152,000 VND	0.00	0.00	0.00	0.00	0.00	TBC
LevelLuk JR11	0.00	x	x	8,208,000 VND	0.00	0.00	0.00	0.00	0.00	TBC
LevelLuk JR1V	0.00	x	x	10,944,000 VND	0.00	0.00	0.00	0.00	0.00	TBC
LevelLuk R	0.00	x	x	8,208,000 VND	0.00	x	0.00	0.00	0.00	TBC
LevelLuk SUPER501	x	0.00	x	x	0.00	0.00	0.00	0.00	0.00	TBC
Strong Acidic Part	0.00	x	x	19,152,000 VND	x	x	x	x	x	TBC
Kangen Part	0.00	x	x	13,680,000 VND	x	x	x	x	x	TBC

MODEL	OUT OF WARRANTY									
	POWER SUPPLY	MICROBOARD	CPU BOARD SET	CHAMBER	BASE	PUMP	SWITCH PANEL	LCD	TRAY&LOCK	OTHERS
LevelLuk K8	8,160,000 VND	x	8,160,000 VND	21,888,000 VND	1,760,000 VND	1,760,000 VND	x	x	890,000 VND	TBC
LevelLuk SD501	8,160,000 VND	x	x	19,152,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	890,000 VND	TBC
LevelLuk SD501DX	8,160,000 VND	x	x	19,152,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	890,000 VND	TBC
LevelLuk SD501 PT	8,160,000 VND	x	x	19,152,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	890,000 VND	TBC
LevelLuk JR11	8,160,000 VND	x	x	8,208,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	890,000 VND	TBC
LevelLuk JR1V	8,160,000 VND	x	x	10,944,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	890,000 VND	TBC
LevelLuk R	8,160,000 VND	x	x	8,208,000 VND	1,760,000 VND	x	1,760,000 VND	1,760,000 VND	890,000 VND	TBC
LevelLuk SUPER501	x	1,760,000 VND	x	x	1,760,000 VND	1,760,000 VND	1,760,000 VND	1,760,000 VND	890,000 VND	TBC
Strong Acidic Part	8,160,000 VND	x	x	19,152,000 VND	x	x	x	x	x	TBC
Kangen Part	8,160,000 VND	x	x	13,680,000 VND	x	x	x	x	x	TBC

ANESPA & ANESPA DX	UNDER WARRANTY	OUT OF WARRANTY
BASE HOLDER	0.00	8,160,000 VND
TWO WAY VALVE	0.00	1,760,000 VND

REMARKS	1	Deep cleaning is not covered under warranty. Enagic reserves the right to charge as follows for deep cleaning labour cost: ALL MODEL 2,560,000 (VND)
	2	If the customer fails to clean the machine regularly and the machine displays an Enhancer Error message, or if the plates become clogged with calcium deposits, the customer will be responsible for the cost of plate replacement. This condition is not covered under warranty.
	3	If the customer fails to clean the machine regularly and calcium buildup causes water leakage inside the machine, the customer will be responsible for the cost of plate replacement. This condition is not covered under warranty.
	4	Any damage to internal parts caused by ants, insects, or other pests is not covered under warranty.
	5	For out-of-warranty repairs, replaced parts are covered by a 3-month warranty from the machine pickup date.
	6	Enagic is responsible for delivering the repaired machine back to the customer's registered address.
	7	Damage to the Anespa unit resulting from accidents, dropping, mishandling, unauthorized modifications, or misuse is not covered under warranty.



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	
SD501DX	XX XXXXXX SG	
SD501 PLATINUM	XX XXXXXX FG	
ANESPA DX	XX XXXXXX PN	3 YEARS
JR11	XX XXXXXX HG	
JR1V	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.