



Operational FAQ

Brief

This file is created to show how Enagic Dubai works and what you, *as a distributor*, have to expect from Dubai staff. So that, all of us will have the same understanding and will be aligned to the same course of actions with better services to the end user/ client.

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Sales

- 1. Can Dubai office staff help with application forms input?**
No, Dubai office staff can just guide about know-how, but YOU and/ or your upline is the best to help to input.
- 2. Can Dubai office staff help with the Demo?**
No, Dubai office staff are completely prohibited from participating in Demos, therefore, YOU and/ or your upline is the best to help to input. *(If your customer came without prior notice, we can only show the machines.)*
- 3. Can Dubai office staff submit the application forms to GOC on my behalf?**
No, Dubai office staff are completely prohibited from doing so. Therefore, your upline is the best to help in submission.
- 4. Do I need to send the same supporting docs every time by myself? Can't it be done automatically by Enagic office?**
For each single sale, direct upline needs to send the supporting documents *(Emirates ID/ Payment Proof/ Alternate payer forms ... etc)* completely even if they are the same documents for multiple sales.
- 5. What if I registered a sale with NO payment?**
It will be automatically deleted on **5th of the following month**. So, it is a **MUST** to proceed with the payment on the same month of registration.
- 6. Can I correct mistypo in the application form?**
Yes, if you want to correct the enroller, or sponsor ID, you have up to 5 days since registration date to do so. Since day 6th of registration, it can NOT be amended.
- 7. Do I need to fill in Filter form every time I purchase filter under same name and same ID?**
Yes, for each single sale, direct upline needs to fill in the proper form.
If you can't do it yourself, then it will be registered without upline ID.
Points will be forfeited by the end of the day when the invoice is created.
- 8. Why is my sold consignment NOT yet reflected on sales report?**
It is generally because the Serial Number is not input by the distributor.
It is a rule that consignee should enter the Serial Number in the application form to be completed.
Office staff are not responsible for checking which serial number machine has been sold.
- 9. Can Dubai office Staff suggest under which ID should I put the sale or which of my multiple ID's should I activate for commission purposes?**
No. The best one to decide on is YOU as the upline. Each strategy sale should be done from your end and does not involve office staff.
- 10. Can office Staff call my client to discuss?**



No. As you are the upline and first contact of your prospective buyer, you should be the one answering all their questions. You have your leaders to assist you further.

11. Can you tell me my last sales date / last enroller date?

No. You can access your DSS / sales report to check your sales.

12. Can you tell me if I place my sale on this specific ID or rank, will I receive commission or how much I will get?

No. It's not the responsibility of office staff to decide and determine on which ID to put your sales. It's better to discuss with upline / leaders in your group.

13. Can I always use the office ORP/ pH tester for Demo kit?

Technically, you need to ensure that you have your own tool for Demo and sales. ORP and/ or pH tester are NOT always available, so let's be prepared.

14. Water collection and staying in the office?

Rules. 5 liters/ 5 times.

More than 5 liters will be stopped by the staff.

More than 5 times, office staff may ask the person to take the decision since no more is allowed.

15. Prospecting in the office?

Not Allowed.

RESPECT is needed to other distributors.

Office is NOT a place for approaching customers. If you found a customer in the office, it means that s/he has upline already, so approaching them is considered as cross-riding over other teams' members.

16. Room Bookings Rules?

Room bookings are to be done via WhatsApp/ email maximum 1 week prior to the due booking date. In case of no show/no call/no update after 15 minutes of the due booking time, automatically the room will be released to another distributor(s).

17. Why CS member didn't answer my questions fully?

Please note that there are some questions that should be asked to your upline, NOT the office. (*i.e. how much is the commission? How can I use DSS/ DSP? Where to place my sales? How to be 6A? Requirements for rank advancement? Difference of machines? Which machine is the best to use? Who will install and run the water at home? ...etc*)

Such questions are NOT considered priority since other customers are on the other line for priority concerns.

Commission payout

1. **Why might my commission be less than expected?*



- There are various reasons for this, including:

- Overseas sale

- Enroller with the first sale

- Your ID on "D1 status"

- For any commission queries, please contact accounts2@enagic.ae or WhatsApp #0547928423.

2. **Why is my commission not paid? **

1. **For UAE Commissions: **

- It takes 10 working days from the completion of application documents for the commission to be paid.

- If any item is missing (e.g., payment proof, mismatching signature), the 10 working days will only start from the day after the final piece of documents is submitted.

2. **For Overseas Commissions: **

- It depends on the policies of the respective overseas branch. Please contact them first.

3. **When can I receive the commission for sale ID ***? ****

- **For UAE Bank Accounts: **

- If the sale is registered in Dubai/UAE, you will receive the commission on the 7th working day from the registration date, provided there are no pending documents.

- If there are pending documents, the commission will be paid on the 7th working day from the day all pending documents are submitted.

- **For Overseas Bank Accounts (GCC Countries):**

- The commission will be paid after the accumulated amount exceeds AED 1000, or upon request via mail or WhatsApp.

- **For Sales Registered Overseas:**

- The commission will be paid on the following Thursday once we receive the chart from the overseas branches.

4. **When can I receive my Ukon/emGuarde commission? **



- If registered in Dubai/UAE, the commission is paid on the Friday of the following week, subject to completion of registration, including payment and shipping.

5. **Why has the sale ID ** registered in an overseas country not been paid? ****

- We may not have received the commission chart from overseas. We will check the status of the commission chart with the overseas branches upon your request.

6. **I received AED... today and want to know the details. **

- We enter the paid date in the Enagic system for all the 8 points and Education Bonus before the end of the day once the commission has been paid.

- Distributors can match the paid date in their genealogy report with their bank statement, except for bonuses like Title Incentives, Group Bonus, Step-Up Bonus, 6A8 Level Monthly or Quarterly Bonus, or any other Global Contest Bonuses.

7. **When can I receive my Title Incentive/Group Bonus/Step-Up Bonus/6A 8 Level Monthly or Quarterly Bonus? **

- These bonuses are paid on the 25th of the following month of the qualified month.

8. **When can I receive my filter commission? **

- Filter commission is paid on the 25th of each month for all sales registered until the end of the previous month, subject to an accumulated amount of AED 700.

9. **Why did I not receive the educational bonus for sale ID ** even though I am the nearest 6A? ****

- There is no educational allowance applicable if any 6A distributors are receiving the 8 Point bonus.

- There is no educational bonus for Ukon/emGuarde/Filter or other products.

10. **How is the commission policy if my sale is registered under E-payment mode? **

- If the payment mode is E-payment, the commission is paid in two parts:



- The first part is paid upon receiving 40% of the machine payment or the down payment.

- The second part is paid on the 14th working day once the last E-payment cheque is credited to our bank account.

11. **Why did I receive a lesser amount than the amount mentioned in the online report?*

- This may be due to the deduction of tax amounts as requested by overseas countries. All emGuarde sales and other sales registered in Malaysia are subject to a 10% tax, and sales in the Philippines are subject to a 25% tax.

12. **Why is there a deduction of AED 126 from the commission?*

- AED 126 is deducted from the accumulated commission each time we make an international transfer to a distributor with an overseas (GCC) bank account, as a charge for our bank fees.

13. **Why did I not receive the same commission amount for my overseas sales as the Dubai commission rate?*

- The commission rate varies in each country based on factors such as the price of the machine and other considerations.

Technical Dept

1. How do I install the device?

Answer: Unfortunately, Enagic doesn't provide installation services. The upline/mentor who introduced Enagic to you should assist with the installation. They are usually experienced in setting up the device and can ensure it is correctly installed and functioning properly. If additional help is needed, they can also provide guidance through instructional videos or you can get guidance from the Enagic service team.

2. Do I need to have pre-Filteration system?

Answer: Yes, it is often recommended to use a pre-filtration system, especially if your local water supply contains high levels of contaminants, such as chlorine, heavy metals, or other impurities that could affect the performance and longevity of your Kangen machine. A pre-filtration system can help to:



Protect the Machine: Reduce the amount of sediment and contaminants that enter the Kangen machine, thus minimizing wear and tear.

Improve Water Quality: Ensure that the water fed into the machine is as clean as possible, enhancing the quality of the water produced by the machine.

Extend Filter Life: By removing larger particles and contaminants before they reach the Kangen machine, pre-filters can extend the life of the internal filters.

To choose the right pre-filtration system, consider factors such as the specific water quality issues in your area and consult with your upline/mentor or Enagic's technical support for recommendations tailored to your needs.

3. What should I do if my Kangen machine is not turning on?

Answer: Ensure the machine is properly plugged into a working power outlet. Check if the power cord is securely connected. If the machine still doesn't turn on, try resetting it by unplugging it for a few minutes and then plugging it back in. If the problem persists, contact Enagic's technical support.

4. How often should I clean my Kangen machine?

Answer: Regular cleaning is essential to maintain the performance of your Kangen machine. Perform an e-cleaning once every 1-2 weeks depending on your usage and the water quality in your area. Deep cleaning should be done every year by an authorized service technician. For users who have been using the machine for more than 5 years and those who have not performed deep cleaning in 2-3 years, we recommend flushing. Additionally, running beauty water every day will also help in keeping the machine clean.

5. What does the "E-Cleaning" process involve?

Answer: E-Cleaning is an internal cleaning process that helps remove mineral deposits and buildup within the machine. It typically involves using a cleaning cartridge and cleaning powder by Enagic. Follow the instructions in your machine's user manual to perform the e-cleaning correctly.

6. How do I change the filters in my Kangen machine?

Answer: To change the filters, turn off the water supply to the machine and relieve any pressure by opening the faucet. Remove the old filters and replace them with new ones, ensuring they are properly seated. Follow the filter replacement instructions specific to your machine model, which can be found in the user manual.

7. What should I do if my machine is leaking water?

Answer: First, identify the source of the leak. Ensure all connections and hoses are tightly secured. If the leak is coming from a specific part, such as the filter housing, check for any cracks or damage. If the problem cannot be resolved by tightening connections or replacing parts, contact Enagic technical support.

8. Why does my machine keep beeping or displaying error messages?



Answer: Beeping or error messages can indicate various issues, such as the need for cleaning, filter replacement, or other maintenance tasks. Refer to the error code guide in your user manual for specific troubleshooting steps. If you cannot resolve the issue, contact technical support.

9. Can I install my Kangen machine myself, or do I need professional help?

Answer: While many users can install their Kangen machine following the detailed instructions provided, it is recommended to have the machine installed by a professional, especially if you are not comfortable with plumbing tasks. Proper installation ensures optimal performance and avoids potential issues.

10. How do I know when it's time to replace the filters?

Answer: The machine will typically notify you when it's time to replace the filters through a display message or indicator light. Additionally, refer to the user manual for recommended filter replacement intervals based on your usage and water quality.

11. What types of water can I produce with my Kangen machine?

Answer: Kangen machines can produce several types of water, including Kangen Water® (8.5,9.0,9.5), neutral water(7.0), Strong Kangen(11.5) and strong acidic water(2.5). Each type of water has specific uses, such as drinking, cooking, cleaning, and disinfecting. Refer to your user manual or contact your distributor for detailed information on the different types of water and their applications.

12. How can I ensure the longevity of my Kangen machine?

Answer: Regular maintenance is key to ensuring the longevity of your Kangen machine. This includes routine e-cleaning, timely filter replacements, and annual deep cleaning by an authorized technician. Additionally, use the machine as instructed.

13. What should I do if the machine produces water with an unusual taste or odor?

Answer: Unusual taste or odor in the water may indicate the need for filter replacement or cleaning. Ensure the filters are not expired and perform an e-cleaning to remove any buildup inside the machine. If the issue persists, contact Enagic technical support for further assistance.

14. What are the white particles in the Kangen water?

Answer: The white particles you may notice in Kangen water are typically mineral deposits. These minerals, such as calcium and magnesium, naturally occur in the water and become more visible when the water is ionized. The presence of these particles is normal and indicates that the water contains beneficial minerals.

To reduce the visibility of these particles, you can:

Use a Pre-Filtration System: This can help remove some of the excess minerals before the water enters the Kangen machine.

Regular Cleaning: Ensure that you perform regular e-cleaning and maintenance of your



machine to prevent mineral buildup.

Drink Fresh Water: These particles are more likely to appear if the water is kept for more than 6-8 hours. Drinking the water shortly after it is produced can minimize their presence.

15. Traveling with a Kangen Water Machine: Precautions

Answer: Traveling with a Kangen water machine requires careful planning to ensure it arrives safely and functions properly at your destination. Here are the key steps:

Prepare the Machine:

Drain and Dry: Ensure all water is drained and the machine is completely dry. Remove the enhancer solution from the machine.

Secure Packaging:

Use Original Packaging: If available, or use bubble wrap and foam for protection.

Label Fragile: Clearly mark the package as "Fragile."

Transport Considerations:

Carry-On Option: If flying, carry the machine as hand luggage if possible.

Avoid Extremes: Protect the machine from extreme temperatures.

Setup at Destination:

Install Properly: Follow Enagic's installation guidelines.

Test Water: Run a few cycles to flush out air and debris.

Routine Maintenance:

E-Cleaning: Perform an e-cleaning after setup.

Inspect Regularly: Check for signs of damage after travel.

Carry Manuals: Bring the user manual and troubleshooting guides.

Service Contacts: Have Enagic customer support information handy.

16. When do I need to replace the Anespa machine filters?

Answer: Anespa machine external filters should be replaced every 1 year, and the ceramic filters should be replaced every two years, depending on usage and water quality. Refer to the user manual for detailed instructions.

17. What precautions should I take if I use a 120V (US/Canada) machine in UAE?

Answer: If using a 120V machine in a country with a different voltage standard, such as the



UAE (which typically uses 220-240V), you'll need a voltage converter or transformer to match the machine's voltage requirements. Additionally, ensure that the power plug is compatible with the electrical outlets in the UAE, which may differ from those in the US or Canada.

18. What if I use a normal salt solution in Kangen machines, same as we use in Super501 machines?

Answer: Using a normal salt solution instead of the specific enhancer solution recommended for Kangen machines may affect the machine's performance and the quality of the water produced. It's essential to follow the manufacturer's instructions and use the correct solution to ensure optimal results and prevent damage to the machine.

19. What if the machine shows an increased flow in the display?

Answer: An increased flow displayed on the machine may indicate a higher-than-normal water flow rate (more than 55 PSI) through the machine. This could be due to various factors, such as a blockage in the water supply line, a malfunctioning valve, or an issue with the machine's sensors. Check for any visible obstructions and refer to the user manual or contact technical support for further assistance.

20. What if the machine shows "hot run protection" on the screen?

Answer: "Hot run protection" displayed on the machine indicates that the machine's internal temperature has exceeded safe operating levels. This could be due to water temperatures exceeding 50 degrees Celsius. Allow the machine to cool down before attempting to use it again. If the issue persists, contact Enagic technical support for further assistance.

21. What if the machine shows "mineral tank is missing"?

Answer: If the machine displays a message indicating that the mineral tank is missing, ensure that the mineral tank is properly installed and securely connected to the machine. If the tank is in place and the message persists, there may be an issue with the tank sensor or connection. Check for any loose connections or damage. As a temporary workaround, you can go to the settings and turn off the mineral additive option by selecting "Mineral Additive" and setting it to "No." If the issue continues, contact technical support for further assistance.

22. What if the machine shows "E-cleaning Tank Error"?

Answer: If the machine displays a message indicating an issue with the e-cleaning tank, ensure that the tank is properly installed or check the tank version and filled with the appropriate cleaning solution. If the message persists, there may be an issue with the tank Cap, sensor or connection. Check for any loose connections or damage and contact technical support if needed.



23. Why is my cleaning cap or filter leaking?

Answer: It could be due to several reasons, including:

Old or Damaged Filter Lock: The filter lock may be old or damaged, which can prevent a proper seal and cause leaks. Inspect the filter lock for any signs of wear, cracks, or damage and replace it if necessary.

Damaged O-Rings: The O-rings on the cleaning cap might be worn out or damaged. Check the O-rings for any signs of deterioration or cracking and replace them if needed.

Improper Installation: Ensure that the cleaning cap is properly installed and tightly secured. An improperly installed cap can lead to leaks.

Debris or Dirt: Check for any debris or dirt on the sealing surfaces of the cleaning cap and the machine. Clean the surfaces to ensure a proper seal.

Cap Misalignment: Ensure that the cleaning cap is aligned correctly with the machine's port. Misalignment can prevent a proper seal and cause leaks.

If you have checked all these factors and the cleaning cap still leaks, it may be best to contact Enagic's technical support for further assistance and potential replacement parts.

24. why is my machine producing acidic water all the time?

Answer: If your Kangen machine is producing acidic water consistently, it could be due to several factors, including:

Old or Damaged Filter: An old or damaged filter can fail to properly filter and ionize the water, leading to consistently acidic output. Inspect the filter and replace it if necessary.

Improper Hose Installation: Ensure that the hoses are correctly installed. An improperly installed filter can disrupt the ionization process.

Mineral Build-up: Accumulated minerals or scale inside the machine can interfere with its functionality, affecting the pH balance of the water. Perform regular e-cleaning and maintenance to prevent this.

Water Source Quality: Poor quality or highly acidic source water can also affect the output. Ensure your water source is suitable for use with the Kangen machine.

If the problem persists after checking these factors, it is advisable to contact Enagic's technical support for further assistance and a more thorough diagnosis.