

A Guide for Kangen Water™ Device Owners



You have the most powerful and effective ionizing device available in the world today. There is no other company, or machine that compares to Enagic, LTD, and the Kangen Water device's, level of quality. This guide is a general informational overview and it should not replace the Operation Manual and DVD information which came with your unit.

Let's Begin With Tips for Setting Up Your Machine:

When your unit arrives, the DVD that is enclosed shows you which pieces to use for your type of faucet, and how to set the unit up. The DVD also shows you how to set up your machine and small tips such as pressing the reset button inside the filter compartment before operating for the first time.

- 1) Occasionally when you first receive your machine, there will be water coming out of the attached hoses. This is normal, because Enagic thoroughly tests every machine operation prior to shipping.
- 2) Sometimes the general set of adapters that are sent with your machine will not fit your faucet. If this is the case, simply visit a local hardware store and find an adapter that fits your faucet on one end, and fits one of our adapters on the other in order to connect the diverter to the faucet. The best thing is to take a measurement of your faucet internal diameter and then take the bag of adapters with you to the store. The female adapter size is 7/8-27 and the male adapter size is 15/16-27.
- 3) Once you install your machine be sure to first flush out the machine by running water through it without turning it on. Simply turn on your faucet and allow the water to run until it seems to be clear coming from the white flexible hose.
- 4) Make sure that the grey outflow hose is angled downwards, even if you have to elevate the machine to ensure that there is a downward angle. This will ensure that the automatic draining mechanism of the unit will operate after each use to drain residual water from the machine, preventing bacterial contamination and deterioration of internal parts.
- 5) If you find that your hoses are not the proper length for your individual set-up, alternate hoses are available from Enagic. For instance if you need a longer white flexible hose for a deeper sink, or you need a shorter grey hose. The hoses from Enagic have special antibacterial properties making them different from and preferable to average hose available in hardware stores.

6) In order to produce 2.5 and 11.5 water, you will have to fill the enhancer tank (on the right side of the machine). Once you have done this, do not move or tip the machine without first emptying or removing the enhancer tank. The enhancer fluid is a saline solution and will damage and corrode the plates inside the machine if it spills into the machine. The enhancer tank must be removed first if you intend to move or transport the machine. Sometimes when you first use your electrolysis enhancer tank in making Strong Acidic Water, the machine may announce "Refill specified solution" even though you have filled the solution. Please allow some time for this announcement to cancel by running water through the machine. If it continues after 30 seconds, then reduce the flow through the machine. The cylinder above the Electrolysis Enhancer Tank is the Calcium Adding Cylinder. This is only used in areas where mineral content in the water is insufficient to produce electrolysis. This cylinder should always stay in the closed position, as leaving it in the open position may cause leakage from the right side of the unit.

7) **Should you choose to add pre-filtration**, Enagic sells various filters, and if you have hard water with excess minerals, an ion exchange filter may be necessary. Filters should be replaced often and the time that they will last before replacement is dependent on your water supply and amount of use. NOTE: DO NOT use reverse osmosis water with any ionization device, because ionization relies on mineral content in the water, and reverse osmosis removes all minerals from source water. If you do have opt to utilize RO water to clean the source water your Kangen Water™ will ultimately use, you must have a quality re-mineralizing cartridge as the last stage, prior to the ionizer. The Kangen Water™ device's on-board pre-filter usually needs to be replaced every 6-12 months or after production of 3,000 gallons. If you have a poor tap water quality, the pre-filtration component will increase the lifespan of the internal filter. Be sure when you are replacing the filter that there is only one set of small black rings being used. If you double up by mistake, it will leak. Remember after each filter change to press the reset button inside the filter compartment. All filters and replacement cartridges can all be ordered at the www.enagic.com shop.

Do you have Reverse Osmosis filtration or well water? All ionizers are incompatible with Reverse Osmosis Water and may also be incompatible with well water. Reverse Osmosis is a process that removes everything from water including healthy minerals, leaving you with dead water. Therefore there are none of the minerals that are needed to ionize water. You will have to use a calcium / magnesium cartridge. If you have well water, the Enagic machine may require additional filtration either because the water is very acidic, contains carbon acidic gas, or both. Just call Enagic for information.

8) Your machine has a digital display and a voice prompt. You can adjust the volume of the voice prompt by simply holding the Kangen button when the machine is off until the display window gives you the options for volume.

Tips To Remember For Operating Your Machine:

The first thing to do is to become familiar with the settings for your machine. Check out the booklet that comes with your machine "The Advantages to Using Electrolytic Water". Need more information? Download our Machine Operation Guide

1) Each time you use the machine for the first time that day, run 5.5 pH Beauty Water for two minutes, and then switch back to your Kangen Water setting and run it for an additional minute. That just cleans a bit and keeps the water as pure as possible after sitting overnight.

2) The machine has its own self-cleaning cycle. This occurs after every 15 gallons of water use. It will also occur after 15 minutes of continuous water production and also after every 2.5 Sanitary Water production period. The device will verbally announce and visually indicate the "Notice of Cleaning" message, and all you have to do is turn the water on and let it run through at your Clean Water setting for 30 seconds or so. This self-cleaning cycle is different than the intensive cleaning that you perform with the enclosed cleaning cartridge (E-cleaner), which needs to be done every few weeks to one month, depending on the amount of calcium in your source water supply, or your level of care.

IMPORTANT NOTE: NEVER TURN OFF YOUR DEVICE, OR LEAVE IT FOR LONGER THAN A FEW MINUTES, AFTER MAKING "SANITARY", 2.5 Ph WATER, AS THAT WATER TYPE IS VERY ACIDIC AND MAY CAUSE DECAY OF THE ELCTROLYTIC PLATES.

3) Anytime the machine produces a beeping noise while the water is being produced, it means that the setting you are on is not generally for drinking. It will do this for 5.5 Beauty Water, 2.5 Sanitary Water and during its Self-Cleaning Cycle. It is safe, and recommended, to use the 5.5 Beauty Water for certain types of cooking.

4) **THE ENAGIC DEVICE IS DESIGNED FOR COLD WATER USE, ONLY!** Don't run hot water through the machine as it could damage it. It primarily will cause damage to the high grade filter inside depending on the length of time the filter was exposed to the hot water operation. However you can heat or chill water after production for tea, coffee, cooking or making ice cubes. When heated the ORP and pH will change and when chilled the ORP will change but the pH will remain the same.

5) Test your water every few months using the pH drops which are included with your machine. You can adjust the pH by adjusting the flow of your water through your faucet. The slower the source water flows, the higher the pH and the ORP value. Some settings on the machine require a slower flow, such as the acidic waters. If your flow rate is too fast, the machine will indicate "Overflow", and you must turn down the strength of flow from the faucet. This is to ensure that the ionization process has the opportunity to work efficiently. You also receive chlorine tester drops with your machine. This is useful to determine if your filter has been damaged or needs to be replaced.

Keeping Your Machine in Tip Top Shape!

Your machine comes with an E-cleaning cartridge kit that fits into the same location as the internal pre-filter. Once every 2-4 weeks, you should use the E-cleaning cartridge, following the directions that are included with it. The more water you produce, the more often and sooner you may need to clean your machine.

If you notice the flow from your flexible hose becoming restricted, then it's time to use the E-cleaning cartridge. Each citric acid package is for one-time use only. We also recommend leaving the E-cleaning cartridge in the machine overnight for optimal results. Enagic also provides a thorough internal cleaning of the plates where the machine is taken apart by hand and inspected, cleaned and reassembled for only \$35.00. This can help to remove excessive calcium buildup that occurs on the plates and is necessary should you experience a significant reduction in the water flow from the flexible hose. Deep cleaning your machine is important to the life of the machine and should be performed by an Enagic technician once a year. Visit www.enagic.com and complete the online, Service Request form to schedule your cleaning. You may also unscrew the flexible hose (top of device) and completely submerge it in a 50/50 mix of white vinegar and Clean Water (from your device). This process removes any calcium clumps that may have formed in the hose.

Enagic has amazing service and an ironclad warranty. If you have ANY problems with the machine during its 3 or 5 year warranty, simply call the company and speak with one of our wonderful, Los Angeles-based, customer service representatives. Many times they will be able to talk you through a solution over the phone. Perhaps you may need a new part which they can send out to you for a quick and simple fix.

If all else fails, they will have you send them the machine for repair. Occasionally, they can provide you with a loaner unit to use while yours is being repaired. Once your unit is fixed, they will send it back to you with a report of the repairs done.

Troubleshooting: Answers to Your Questions

There is a smell with the production of my Kangen Water™? In certain types of water, particularly well water, minerals and dissolved gases, such as carbon acidic gas can be greater than usual. This can cause a reaction with the antibacterial feature in the water supply hose, giving off a smell. Try running water through the machine on the Clean Water setting for a few minutes and this should clear the smell. If you experience a sulfur smell, such as rotten eggs, then you need to purchase pre-filtration that will specifically remove sulfur, as the Enagic filter does not remove sulfur.

My water has developed a bad taste? Often there can be a bit of buildup on the poles and plates of your machine. First, be sure you are running Beauty Water each day for a few minutes. Then check to be sure you don't need to change your High-Grade Internal Filter or any pre-filters you may have. If none of that is the case, then try running the water at a faster rate through the machine and allow it to run a bit before collecting it for drinking.

I just changed the filter and now the machine is leaking? This is usually caused by having failed to include an O ring on the filter cartridge before installing. Turn the nozzle

to the remove position, and pull the filter out. Check to see that there is only one O-ring in each hole. If there are more than two rings on a hole, it will leak.

When I take my medications with Kangen Water™, I don't feel well? It is important if you are taking medications to take them with Clean Water instead of the higher alkaline drinking water of 8.5 to 9.5. This ensures that the prescribed dosage that is based on normal pH levels in the digestive system is kept constant.

There is water leaking from the flexible pipe? This means that the mineral accumulation on the parts of the electrolysis chamber is too high. Simply run Beauty Water for 3-5 minutes to reverse the polarity in the electrolysis chamber and automatically remove deposition on the electrodes.

When I test my water, the ORP is not negative? There are a few reasons that this may be the case. First, you may be running the water through the machine too quickly or with too much pressure. The slower you run the water, the higher the pH and the lower the ORP will be. If you are using well water as your source water, you may need to add pre-filtration to remove excessive minerals or carbon acid gas. Another reason may be if you are using reverse osmosis water. The RO process removes all minerals from source water, making it incompatible with ionization. Every ionization process requires mineral content in the water. Finally you may need to change the internal filter, use a cleaning cartridge for a cleaning cycle or add external pre-filtration.

There is white fogginess in my Kangen Water™ when it comes out of the machine? The white fogginess apparent in Kangen Water™ is simply a result of hydrogen gas being released through electrolysis, and is normal. If you rest the glass for a while the white fogginess should disappear. If it doesn't, then simply be sure to run Beauty Water 5.5 pH for about 1-2 minutes and it should eliminate the fogginess.

My machine says to reduce flow? When the water flow exceeds the ability of the plates to thoroughly and effectively ionize the water, the machine will tell you to reduce the water flow rate. Simply turn down the water tap to reduce the speed at which the water flows through the machine. There is also a similar warning when the water flow is too low.

After I turn off my machine, there will still be water coming out of the grey hose, often quite a while after I've stopped the machine? Each time you turn off your machine, the machine has a safety system that completely drains water from the inside of the machine to prevent deterioration of internal parts and to keep the water of bacterial contamination.

There are white specks floating in the water? Since the Kangen Water™ is made from your source tap water, the quantity of minerals that are contained in your water will carry through to the Kangen Water™ produced. There is no harm in drinking these mineral clusters, although cleaning your machine by running Beauty Water each day for a few minutes will usually clear up the problem by discharging mineral deposits on the electrolysis plates. If this is a recurring issue, then we recommend the purchase of an Ion

Exchange Filter which is designed for hard water that contains higher levels of mineral concentrations.

I'm noticing a rough film on the inside of my glasses. Is this from my Kangen Water™? Higher mineral concentrations in tap water can create more build-up on the working parts of the electrolysis chamber and is not harmful. Over time this can build up as well on aluminum cookware and some drinking glasses. Simply allow vinegar to soak in these containers for 12-15 hours and it will rinse out easily. You can reduce this by running the Beauty Water daily.

I'm confused about changing the filter? Normally the machine will notify you when it is time to change the filter, generally after 3,000 gallons of water have been produced. However, if you have reached a year and you have not received a signal to replace your filter we recommend you change the filter at that time. You can always use chlorine testing drops and Clean Water to see if chlorine is still effectively being removed from the source water. 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. Sometimes the machine may alert you to change the filter, but you may not have had the filter that long.

Use the chlorine testing drops with Clean Water to see if the filter is still filtering out chlorine. If it is, simply hit the filter reset button to stop the alert and remember to check for chlorine periodically.

How do I travel with my machine? You can choose to travel with your SD501 in order to have all types of water available to you. 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.

Will the machine work with 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.

My machine is stuck on the cleaning cycle? 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 a cleaning cartridge regularly, we recommend that you send it in to the Service Department to have it examined.

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

doesn't get used as quickly. Do not be alarmed as this is all normal. The frequency with which you have to refill your solution 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.

I just refilled my Electrolysis Enhancer solution and now it says "Refill Specified Solution". Why? Sometimes when you first use your electrolysis enhancer tank in making Strong Acidic Water, the machine may announce "Refill specified solution" even though you have filled the solution. Please allow some time for this announcement to cancel by running water through the machine. If it continues after 30 seconds, then reduce the flow through the machine.

IF MORE ASSISTANCE IS NEEDED, CONTACT:

**ENAGIC, USA
CLIENT SUPPORT CENTER
310.542.7700
M-F: 8 – 6:00 PST
SA: 8 – 3:00 PST**

