

**What questions to ask if your customer has a complaint**  
**Or asks to return a Chi Machine**

1. How many minutes did you use the Chi Machine?
2. How many times per day did you use the Chi Machine?
3. Are you drinking water before and after using the Chi Machine?
  - a. How much water?
  - b. Warm or Cold water?
4. Which way is the Chi Machine handle facing when you're using it?
5. What did you do when the Chi Machine stopped?
  - a. Did you move?
  - b. Did you get up?
  - c. Did you lay still and not move for 2 minutes?
6. In general, have you had knee pain or back pain in the past or present?
  - a. If yes, a knee pillow may be necessary.
7. What type of surface are you using the Chi Machine on?
  - a. Carpet
  - b. Wood Floor
  - c. Other type of surface