



ABSOLUTE E-Z UP PLATINUM WARRANTY™

The Absolute E-Z Up Platinum Manufacturer's Warranty that comes standard with all our equipment is why you can trust the quality of AEUP products. It allows you to secure your long-term budget by reducing maintenance and repair costs. Our Platinum Warranties are part of our commitment to safety, quality, and value.

We want you to be able to trust that your Absolute E-Z Up equipment is a safe, long-term asset that will save you both time and money while lowering your cost of ownership

5-2-1 Platinum Warranty™ – E-Z CLIMBER MODELS

E-Z Climber stair climber product lines to give you years of dependable service, backed by a warranty and service that will replace any faulty parts during warranty terms with minimal downtime.

5 years on the structural steel chassis

2 years on electrical components

1 year on the battery, not pro-rate

All products are inspected and shipped FOB Sanford, North Carolina. This means that you accept ownership at the time the trucking company signs the bill of lading at the AEUP Distribution Center. It is important that you inspect your shipment for any damages before you accept delivery. Upon the arrival of your unit, an inspection is required to ensure against any malfunctions that may hamper performance.

Allowable labor reimbursement is established by Absolute E-Z Up. Travel reimbursement is limited to three (3) hours maximum per claim, within the first year. We pay \$50.00 per travel hour for service within your primary area of responsibility.

Manufacturer warranty does not cover damages caused by wear and tear beyond the normal operation or damages caused by incorrect storage or wrong use of the equipment. Warranty does not include calibrations or adjustments (electric, mechanic or hydraulic) ordinary maintenance, or wear parts (i.e. fluids, filters, gaskets, frictions, belts, pads, tires, wire ropes, outer covering, paint, etc.) Defective parts may be requested to be returned to the manufacturer.

Tips to Ensure Fast Service:

Be sure to specify model name and respective serial number on the warranty form. Some problems are simpler than they seem. Before contacting the AEUP service desk, try these 3 steps first:

- Clean all the connections (battery & electrical)
- Completely charge the batteries
- Check applicable operational functions (steer, drive, ascent/decent, tire inspection)
- Check error-code display, if any

If taking these simple steps does not resolve your issue, then call one of our technical experts.

Need to file a warranty claim?

Download the AEUP Warranty Registration Form. Complete, then mail / email or fax to:

Absolute E-Z Up Warranty Department

295 Seven Farms Drive, Suite C – 193, Charleston, SC 29492

Email: michaelkowalski@absolute-zup.com, Fax: (843) 388-2558

Service is the backbone for satisfying our customers!

www.absolute-zup.com, Office: (843) 388-2556