



## 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 AEUP products' qualities. 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 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. Upon your unit's arrival, examine your shipment for any damages before you accept delivery. If you find damage, make notations on the BOL before the shipper leaves. Inspect your units to ensure against any malfunctions that may hamper performance.

Absolute E-Z Up establishes allowable labor reimbursement. 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 regular operation or damages caused by incorrect storage or improper 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.) Return defective parts to the manufacturer if required.

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### Tips to Ensure Fast Service:

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

- Clean all the connections (battery & electrical)
- Completely charge the batteries
- Check applicable operational functions (steer, drive, ascent/descent, 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.

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### 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](mailto:michaelkowalski@absolute-zup.com), Fax: (843) 388-2558

*Service is the backbone for satisfying our customers!*

[www.absolute-zup.com](http://www.absolute-zup.com) Office: (843) 388-2556 Effective 2021