



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' quality. 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, providing both safety and good health while offering a sense of security.

1-1 Platinum Warranty™ – Hydroxyl Generators

Increase health safety in various homes, industries and workplaces, health facilities, and schools, from retail to warehouses, factories, or event venues. This product line delivers years of dependable service, backed by a warranty and service that will replace any faulty parts during warranty terms with minimal downtime.

One (1) year on all parts
One (1) year on labor

All products are inspected and shipped FOB Sanford, North Carolina. Be sure to review your shipment for any damages before you accept delivery.

Manufacturer warranty does not cover damages caused by wear and tear beyond the regular operation or damages caused by incorrect storage or wrongful use of the equipment. Warranty does not cover damages due to the following: accident, misuse, neglect, fire, water, lightning, unauthorized product modification; repairs by unauthorized workers; due to shipment (Make notations on BOL and notify AEUP); electric power failure or fluctuations; shipping and handling charges. Return any defective parts if requested returned to AEUP.

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 the filters
- Check electrical plug, making sure plug is correct and grounded
- Have your receipt, model #, and serial number available

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 Claim Form. Mail/email or fax completed form to:

Absolute E-Z Up Warranty Department

C/O Michael Kowalski, 2833 Lee Avenue, Sanford, NC 27332

Email: MichaelKowalski@absolutee-zup.com Fax: 843-388-2558 Phone: 843-364-5572

Service is the backbone for satisfying our customers!

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

Effective Date: February 2021