



## 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™ – Low Level Access Platforms- ISP Series

Increase low access efficiency in a variety of industries and workplaces, from retail to warehouses, factories or event venues for maximum versatility. 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.

**5 years** on the structural steel chassis

**2 years** on electrical components

**1 year** on the battery, not pro-rate

Optional AEUP Extended 10-5-1 Warranty Service Coverage (ISPs)

All products are inspected and shipped FOB Sanford, North Carolina. 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 for six months. Travel reimbursement is limited to three (3) hours maximum per claim, within the first six months.

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.

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### 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/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 Claim Form. Complete, then mail / email or fax to:

**Absolute E-Z Up Warranty Department**

1121 Military Cutoff Road, Ste- 385, Wilmington, NC 28405

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 Date: January 2022