



[www.ep-ep.com](http://www.ep-ep.com)

[www.epforklift.com](http://www.epforklift.com)

[www.epwarehouse.com](http://www.epwarehouse.com)

# Service

## Profile

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Let's grow together...

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# Service Brochure

Do you know what makes E-P stand out from other MHE providers? Do you know how E-P manages to satisfy its customers servicing needs?

E-P is no longer only a manufacturer of material handling equipment, but also an excellent 'before, during and after sales' service provider. E-P's online service and 24hours reply system ensures that E-P customers get the most cost-efficient products.

Check out E-P's service brochure now to find out what E-P can do for you.

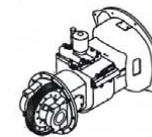
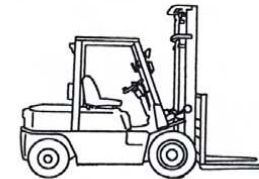
## Two year warranty

E-P provides advanced warranty policy: two year warranty for T-series forklift truck .

...

2 years or 4,000 hours (which come first) of use following the first delivery of the E-P product, whichever expires first with respect to the Engine: Hydraulic Pump, Transmission, Torque converter, Wheel rim, Drive axle assembly, steer axle assembly, chassis, or mast frame originally incorporated in the said E-P product, provided.

...



Chinese transmission:  
how about if broken?

2 year warranty



Two year warranty

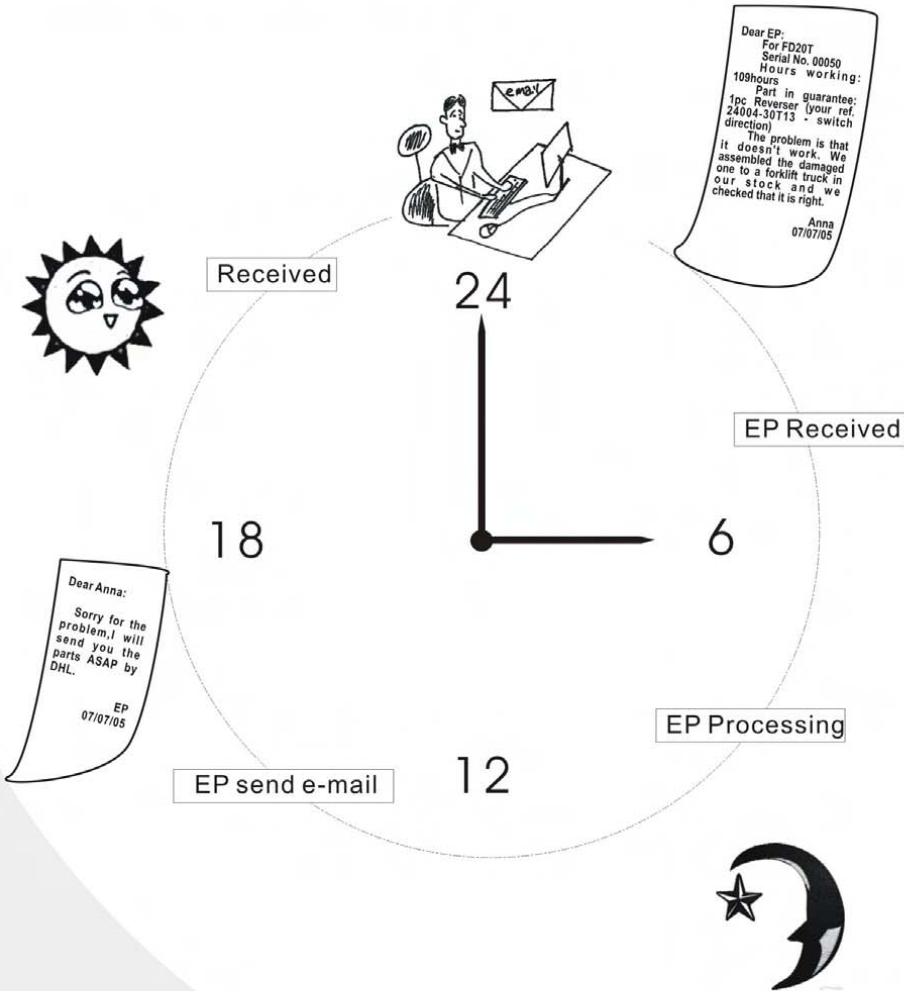


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# 24 hours service

Any request from our customers will be replied to within 24 hours to improve work efficiency on both sides.



# On-line supporting system

EP's online service makes Claim, Technique Request, Product tracking and Parts order much convenient for its customers.

## 1 On-line warranty claim system

1.1 Type in login name and password.

Login	
Login Name	EP
Password	*****
Submit	

1.2 choose the your product

Please select product type		
Item	Figure	Type Name
1		Forklift
2		Manual

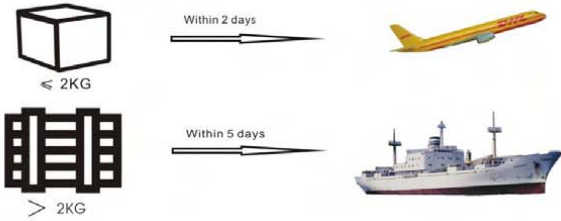
1.3 fill the form, the blanks with red star behind must be filled with correct information. Address: If your post address is different from your registration address, please give the post address.

Claim Edit			
Claim No.	00000076	Issue	Delivery
Date of Claim	2005-07-07 09:44:23	Product Type	Forklift
Model		Hour Run	
Serial	00000000	Forklift Drive	
Address			
Damage Description			
Please select			
Please Description (If you have required)			
Send email, don't send parts			
Send Parts Request			

Claim Detail			
Claim No.	00000076	Issue	Delivery
Date of Claim	2005-07-07 09:44:23	Product Type	Forklift
Model		Hour Run	
Serial	00000000	Forklift Drive	
Address			
Damage Description			
Please select			
Please Description (If you have required)			
Send email, don't send parts			
Send Parts Request			
Type Part Request			
Item	Part No.	Description	Qty
1	00000000	Aggrusum handle tube	1
2	00000000	Pressure spring complete	1
3	00000000	Wash	1



1.4 All warranty parts will be delivered ASAP after claim approved.



## 2 On-line technique system

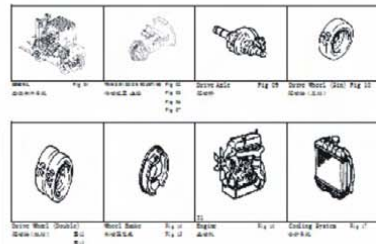
Finding solutions easily for regular problems through On-line technique Help System to improve your working efficiency. Submit your queries on line to have them answered within 24 hours.

2.1 Type in login name and password. B

2.2 choose the your product

Item	Figure	Type Name
1		Forklift
2		Manual

2.3 choose the system



2.4 choose the question and get the answer

1 Brake system  
2 Steering system  
3 Electronic system

1 Brake system  
1.1 No brake  
1.2 Poor brake  
1.3 Brake noise  
2 Steering system  
3 Electronic system

1 Brake system  
1.1 No brake  
1.1.1 Hydraulic oil lack in master brake cylinder.  
1.1.2 Rubber cup of master brake cylinder broken or ineffective.  
1.1.3 Steel hose broken.  
1.1.4 Serious oil leak.  
1.1.5 Ineffective connection between master brake cylinder and brake pedal.  
1.2 Poor brake.  
1.3 Brake noise.  
2 Steering system  
3 Electronic system

1 Brake system  
1.1 No brake.  
1.1.1 Hydraulic oil lack in master brake cylinder.  
1.1.2 Rubber cup of master brake cylinder broken or ineffective.  
Answer: Check if rubber cups broken, spring broken

1.1.3 Steel hose broken.  
1.1.4 Serious oil leak.  
1.1.5 Ineffective connection between master brake cylinder and brake pedal.  
1.2 Poor brake.  
1.3 Brake noise.  
2 Steering system  
3 Electronic system



### 3 On line Product tracking

T series trucks will have their online ID soon on E-P's web; you will easily find their specification, pictures, inspection record, time for shipment and arriving, record for claim and parts changing. On line product ID tracking helps you to understand your products better and also reduces the cost and time for maintenance and repair.

#### 3.1 Type in login name and password

#### 3.2 Type the serial number

#### 3.3 you can get the information about the production



ETD:2007/06/07

#### Warrant Claim List:

ClaimNo	From	DateOfClaim	ProductType	Model	FailureDate	Status
2008040302	AGUITÉCNICA	2008-04-03 18:07:36	Forklift	EP FD25T		have finished
2008040301	AGUITÉCNICA	2008-04-03 18:01:21	Forklift	EP FD25T		have finished

#### You can get the detail about it:

Claim Detail				View Picture List
Claim No	2008040302	From	AGUITÉCNICA	
Date of Claim		Product Type	Forklift	
Model	EP FD25T	Hour Run	614	
S/NO	0709031	Failure Date		
Address	Portugal			
Damage Description	THE BOLT REF 05782-0870A IT SIMPLY DISAPPEARED, MAYBE IT WAS NOT WELL PRESSED.			
Repair Description (If you have Required)				
Just claim - don't need parts	No			
Require Parts Required				
Item	PartNo	Description	Qty	Remark
1	05782-0870A	BOLT	1	
Reply#1				View Reply Picture List
Reply By	Amoson Hu			
Finished Date	2008-04-03 19:23:58			
Email	Amoson@ep-ep.com	I am dealing with your claim, and inform you at once when it is solved.		

### 4 On-line spare parts purchasing

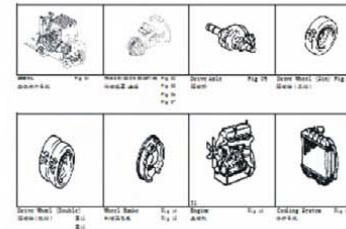
Easy to find and finish order the parts you need

#### 4.1 Type in login name and password.

#### 4.2 choose the product

Item	Figure	General No	General Name	Remark
1		1	T Seri ForkLift(15-18T)	Remark: 1
2		2	T Seri ForkLift(20-30T)	

#### 4.3 choose the system



#### 4.4 order the parts



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## Spare Parts supply

We provide years spare parts stock in E-P, giving you a strong maintenance back up.

	delivery time
small emergency order	48-72 hours
small volume stock order	1 week
big volume stock order	2-4 week



other back up:

1. EP world wide organization
2. TVH- the world's No.1 forklift parts service will work with E-P. these organization help our customer by providing regular and special parts to ensure a better parts order service for E-P customers.

## Free training

Three days free training is available in E-P; also basic living needs during the training time will be supported by us too. Cost less and gain more, three days free training will help you perform better after sales service.

Fill this form 30 days in advance , we will arrange suitable training class for you:

**Registration Form For E-P Customer Training**

Company:		Country:	
E-P Sales People:		Date:	
Training Date: 2008- - —2008 - -			
Trainee:			
Product Model	Forklift	Combustion Engine	Diesel/Gasoline <input type="checkbox"/>
			LPG <input type="checkbox"/>
		Electric Motor	Three-Wheel <input type="checkbox"/>
	Four-Wheel <input type="checkbox"/>		
	Reach Truck <input type="checkbox"/>		
	Electric Equipment	Electric Pallet Truck <input type="checkbox"/>	
Electric Stacker <input type="checkbox"/>			
Manual Equipment <input type="checkbox"/>			
Which system of the training do you prefer?	Structure <input type="checkbox"/>		Maintain <input type="checkbox"/>
	Repair <input type="checkbox"/>		
	Electric <input type="checkbox"/>		Hydraulic <input type="checkbox"/>
	Mast <input type="checkbox"/>		Engine <input type="checkbox"/>
	Transmission <input type="checkbox"/>		Control <input type="checkbox"/>
	Brake And Control <input type="checkbox"/>		
Other Comments:			



E-P EQUIPMENT CO.,LTD  
2008

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