

Warranty Information

Does ESP offer a warranty?

Absolutely. We provide the best Lifetime Protection Guarantee in the industry, with “No Time Limit”, “No Questions Asked”. If your ESP product stops working, call us at 1-800-645-9721, and we will replace it with a brand new product at our expense. It doesn't matter what happened, how it happened or why it happened, if it stopped working or is broken or is defective, we will replace it...No Questions Asked!

What about the equipment plugged into an ESP product? How is it protected?

ESP products are designed to withstand virtually anything that comes down the power lines and attenuate it to the no upset levels of the ITIC/CBEMA standard, that means you will be up and running when almost everyone else has crashed and burned. If an extraordinary event did manage to overwhelm ESP's product, our patented **flash technology**[™] operating with a response time in the billionths of a second range will sacrifice itself, tripping a breaker to turn off the power to protect your equipment. In the majority of cases, better than 99.95 out of 100 times, ESP provides better protection for your equipment than any other solution available.

If ESP's product fails and as a consequence of that failure, the connected equipment is damaged, ESP will pay for the repair or the replacement of the connected equipment. Please see our Warranty Brochure for further details.

Does your product have to be registered to be under warranty?

NO. If you have an ESP product, you have the warranty.

Does the warranty have to be renewed?

NO. The ESP warranty is a “No Time Limit” Warranty.

What about circuit board failures?

ESP's Digital QC is designed to meet or exceed the “no upset” level of the ITIC/CBEMA standard. As a result, if you are a service company, you will note a dramatic reduction in the number of circuit board failures you have historically experienced. If that's not enough, if ESP's product fails and as a consequence of that failure, the connected equipment is damaged, i.e.: “Circuit Board Failure”, ESP will pay for the repair or the replacement of the connected equipment

Is it possible for a surge to damage the copier and not have the ESP product reflect any damage, thus preventing a claim? Explain.

ESP's products, like those of every other manufacturer, do not protect against all possible forms of electrical damage. Five possibilities exist: 1) Physical damage by human intervention that results in electrical damage. 2) Static discharge directly into the connected equipment. 3) Harmonic distortions (typically result in operation problems not damage). 4) Standing high frequency waves in the atmosphere that are not conducted in the power lines (typically result in operation problems not damage). & 5) Long duration (longer than 5 milli-seconds) over voltage conditions of AC voltage over 130 volts but under 240 volts. These events though extremely unusual can damage (but usually don't damage) the connected equipment. This type of event will not activate the protection device. The only device that can respond to a long duration over voltage condition is an AC Voltage Regulator. These types of events are supposed to be controlled by the utility companies and usually are which explains why it is such a rare occurrence.



FAQs

Who do I contact if I have an ESP product that has not met my expectations?

Simply call our customer service department at 1.800.645.9721. We will immediately correct the situation.

What is the procedure if I have a warranty claim?

Call 1.800.645.9721