

# ABSEN Inc. Support/Services Contact Information

Technical Support, Repair & Warranty Service Procedure

## **Technical Support:**

For urgent technical questions and support requiring prompt response please contact the Absen Technical Support Call Center at:

**(866)-USABSEN, (866)-872-2736**

## **Repair & Warranty Service:**

For both warranty and non-warranty repairs, services please contact us via Absen support and service portal. <http://www.usabsen.com/support-and-services/> . Should you have issues registering on the Absen support website, please contact the Technical Support Call Center [tech.support@usabsen.com](mailto:tech.support@usabsen.com) or call M-F 8am-5pm EST

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## **Procedures for Return Material Authorizations (RMA):**

- Submit an RMA request via Absen support and service portal.
- Technical Support will issue an RMA #, please attach on the outside shipping box.
- The RMA will need to be shipped to the assigned Absen Inc. Repair Center address:

Absen Service Center  
7307 Presidents Drive  
Orlando, FL 32809

- Non-Warranty claims/repairs will follow with a quotation and purchase order requirement to process the RMA.

**Please submit all electronic service requests through the Customer Service Portal rather than via email for expedited service.**