



INTRODUCING EP-AI SERVICE

Your intelligent after-sales support tool



CARIAPPA KAVERAPPA
EP AI SERVICE



WHAT IS EP-AI SERVICE?

- AI-powered after-sales assistant by EP
- Provides quick, accurate answers to your inquiries
- Transfers to a human expert for complex issues
- Ensures efficient, intelligent, and comprehensive support

EP-AI SERVICE COMPONENTS: 3



AI AGENTS

1

Knowledge
Base and
Troubleshootin
g Agent

2

Parts and
Accessories
Agent

3

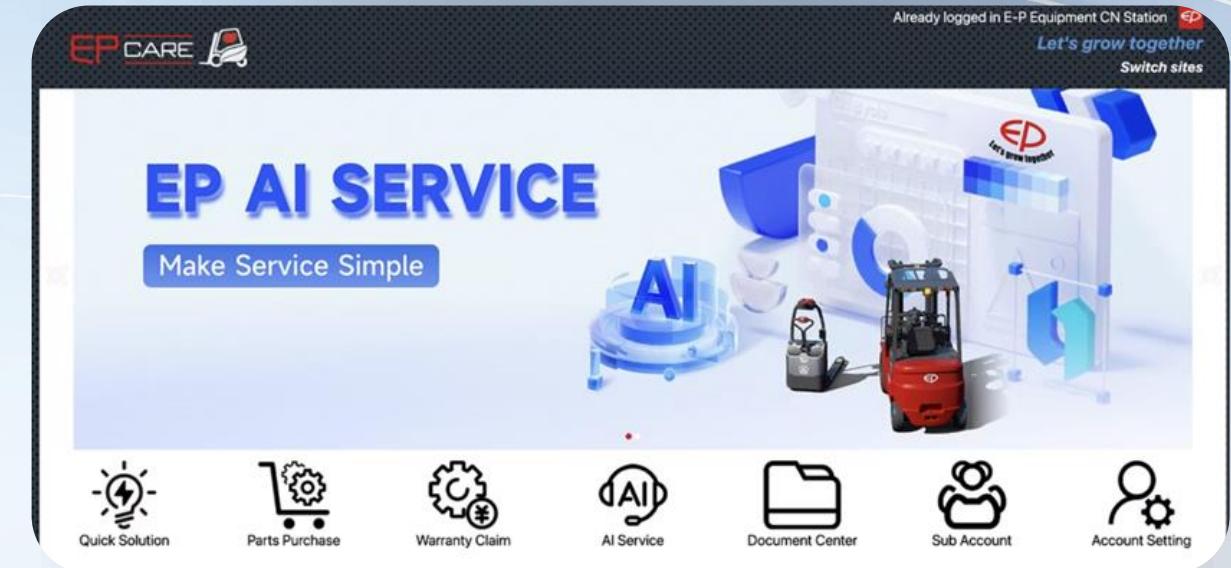
Claim
Agent

EP-AI SERVICE ENTRANCE



Getting Started: Log into your EPCARE account and click "EP-AI Service" to launch the chat Q&A interface.

Language Settings:
EP-AI automatically adapts to your browser's language





ACCESS KNOWLEDGE & MANUALS

Get instant, precise answers for all your technical questions.

After-Sales Service Knowledge

Access Knowledge & Manuals: instant answers to technical questions

Example: "What are the specific internal components of the lithium battery for the JX0 model forklift?"

JX0 Battery Structure Inq... 03-13 13:36 English

Open a new session

Historical conversation 03-13 13:36

What are the specific internal structural components of the lithium battery for the JX0 forklift model?

JX0型号电动步行式合柴叉车的锂离子电池内部结构组件包括以下部分：

- Battery Cover (电池盖板)
- Master Wire Harness (24V保护板主线束)
- Power cable - (总负极电缆)
- Positive cable (正极电缆)
- Communication cable (通讯电缆)
- Bolt M5×10 (螺栓)
- Cover handle (盖板把手)

这些组件确保了锂离子电池的正常工作和维护。对于更详细的内部结构信息，建议参考电池的制造指南或联系专业技术人员。

Historical conversation 03-13 13:36

New session

JX0电池内部结构咨询

JX0电池结构咨询

JX0内部结构组成

JX0 Battery Structure Inquiry

EFL252 fault code 17A151 fix

CQD20L wheel spinning issue

JX0 part purchase inquiry

Forklift Claim Process

F4 Operation Manual Request

F4 Operation Manual Request

Claim for Forklift Issue

JX0 parts inquiry

Forklift Claim Issue

After-Sales Service Knowledge

Access Knowledge & Manuals: instant answers to technical questions

Example: "Please give me the operation manual for the F4 model."

JX0 Battery Structure Inq... 03-13 13:36 English

Open a new session

Historical conversation 03-13 13:36

What are the specific internal structural components of the lithium battery for the JX0 forklift model?

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JX0电池内部结构咨询

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JX0 part purchase inquiry

Forklift Claim Process

F4 Operation Manual Request

F4 Operation Manual Request

Claim for Forklift Issue

JX0 parts inquiry

Forklift Claim Issue



SMART ACCESSORY RECOMMENDATIONS

Instantly find the right parts. EP-AI generates direct accessory links based on your vehicle model, serial number, and part description, enabling quick selection and efficient ordering.



Specify Your Accessory

Example: "I want to buy a chain for model JX0 forklift."



Receive Direct Link

EP-AI instantly provides a direct link to the recommended accessory.



Place Your Order

Simply click the link to view the accessory list and complete your purchase.



EP中力

New session

03-13 13:20:39

Hello, what issue did you encounter with the forklift?

03-13 13:20 kate 03-13 13:20

I want to buy a chain for model JX0 forklift.

The part query was successful. You can click on the link to select the matching parts. I would screen the specific parts according to the serial number. If you can provide the serial number, it is recommended that you do so. Here is the link to the recommended parts: [EPCare零件推荐](#)

If you have the serial number, please provide it so I can help you find the exact part you need.

Open a new session

Evaluate customer service Claim application

Enter the question, send [Enter]/line break [Ctrl+Enter]

EP CARE EP-AI Service

Already logged in E-P Equipment CN Station Let's grow together Switch sites

Master Parts List Search Results for ""

PART #	DESCRIPTION	MODEL	LIST EA	COST EA	STOCK	operation
2125-641000-00-07	chain	EFL151/181/EFX201B Mast(0202 Full Free 3-Stage Mast Chain Assembly全自由三级门架链条(0/1/2))	116.64	30.33	999	<button>select</button>
2125-641000-00-18	chain	EFL151/181/EFX201B Mast(0202 Full Free 3-Stage Mast Chain Assembly全自由三级门架链条(0/1/2))	82.92	21.56	999	<button>select</button>
2125-641000-00-14	chain	EFL151/181/EFX201B Mast(0202 Full Free 3-Stage Mast Chain Assembly全自由三级门架链条(0/1/2))	84.69	22.02	999	<button>select</button>

Found 3 exact matches.

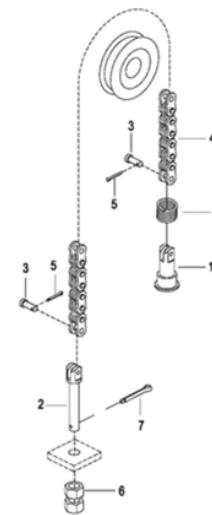
Note: Items may appear with price listed as CALL for several reasons. If you order one of these online we'll contact you to advise pricing.

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The Right Part, Right Now.

Need a lift chain for your JX0?
Just tell the EP-AI Service
what you're looking for.
We'll find it, you see it on the
diagram, and you order it.
It really is that simple and fast.

0604 Chain Assembly 链条总成



EFFICIENT CLAIMS HANDLING



- Streamlines warranty & parts claims process
- Analyzes conversations and pre-fills claim forms
- Faster, easier, policy-aligned experience

Warranty Claim for Trucks

Simply state your intention and provide the necessary details.

Example:- "Hello, my forklift is broken, and I want to make a claim."-

"The vehicle serial number is 1332000638"

The screenshot displays two main sections of the EP CARE AI Service platform. The top section is a 'Warranty Claim' form titled 'Edit a Warranty Claim'. It includes fields for 'Account Info', 'EndBuyer's Company Info' (set to 'Same with Buyer's Company Info'), 'Product Info' (set to 'Warranty Claim-Trucks'), and 'Parts details'. The 'Serial' field (1332000638) and 'Model No.' field (EFL1505014FL0000151, 17A152...) are highlighted with red boxes. The bottom section is a 'Chat' interface titled 'Hello, what issue did you encounter with your forklift?'. A message box contains the text 'Hello, my forklift is broken, and I want to make a claim.' and 'The vehicle serial number is 1332000638'. The chat history shows the AI's response: 'Based on the serial number you provided, your forklift is within the warranty period, which expires on November 1, 2025. You can proceed to file a claim. To facilitate our review, please provide information about your operating environment and share videos and photos of your forklift being used normally. This will help us better understand your situation, but please note that the final decision on whether your claim is valid will be based on the review by our backend staff. If you need assistance for troubleshooting, please provide a fault code if one is available. You can click the button below to fill in the claim information.' A 'Claim' button is visible at the bottom of the chat window.

EFFICIENT CLAIMS HANDLING



New session
03-12 17:51:56
Hello, what issue are you facing with your forklift?

Task: 03-12 17:52
Hello, in order to process your claim, could you please provide the vehicle serial number if you are claiming for parts? You can click on the parts order number on the right to send the relevant order for processing.

Evaluate customer service Claim application
Enter the question, send [Enter]/line break [Ctrl-Enter]

Open a new session

Submit Order Details

Input your accessory order number or a screenshot of the order for processing.

New session
03-12 17:51:56
Hello, what issue are you facing with your forklift?

Task: 03-12 17:52
Hello, in order to process your claim, could you please provide the vehicle serial number if you are claiming for parts? You can click on the parts order number on the right to send the relevant order for processing.

Evaluate customer service Claim application
Enter the question, send [Enter]/line break [Ctrl-Enter]

Open a new session

AI Confirms Part

EP-AI verifies the part and pre-populates the claim form.

New session
03-12 17:52
Hello, in order to process your claim, please provide the vehicle serial number if you are filing a whole machine claim, or the parts only claim. You can click on the parts order number on the right to send the relevant order.

Order No: 350262758-007001
partnumber: partofyourlife
status: 2023-03-12 00:00:00
status: 2023-03-12 00:00:00
status: 2023-03-12 00:00:00
Order amount(\$): 11.5

Task: 03-12 17:52
Hello, based on the information provided, your forklift issue seems to be within the warranty policy. You can click on the button below for more information. To assist with the manual review, please provide details about the operating environment of your equipment, as well as any accessories in use. Please note that the final determination of whether your claim is valid will be made by our back-end staff if a troubleshooting, please provide the fault code, if you have any further questions or need assistance, just have to let us know.

Claim

Evaluate customer service Claim application
Enter the question, send [Enter]/line break [Ctrl-Enter]

Open a new session

Initiate Claim

Click "Claim" to access the pre-filled claim form

service

Edit a Warranty Claim

For: Email:
Phone: Contact
Address: E-mail:
City: Tel:

Company Info: Same with Buyer's Company Info
 Same Different

Warranty Claim-Parts

For: Supply type: Credit
Address:
City:
State:
Zip:

Part Figure No	Part Name	Price(\$)	Quantity	Amount(\$)	Fault Description	Status	Amount(\$)
3105-00100-00-00	fork	20.00	1	\$20.00	Processing		
5000-00000-00-00	Chain (2.0M)	10.00	1	\$10.00	Processing		
						Submitted	41.00

Review & Submit

The claim form comes pre-filled with all relevant accessory details.

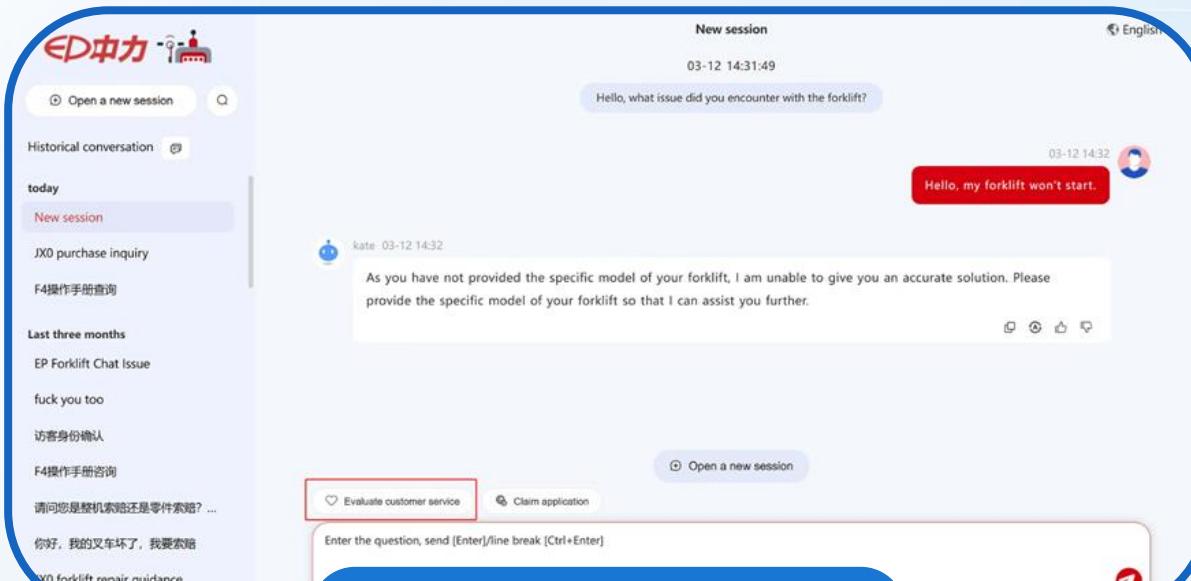


HELP US IMPROVE: EVALUATE & PROVIDE FEEDBACK

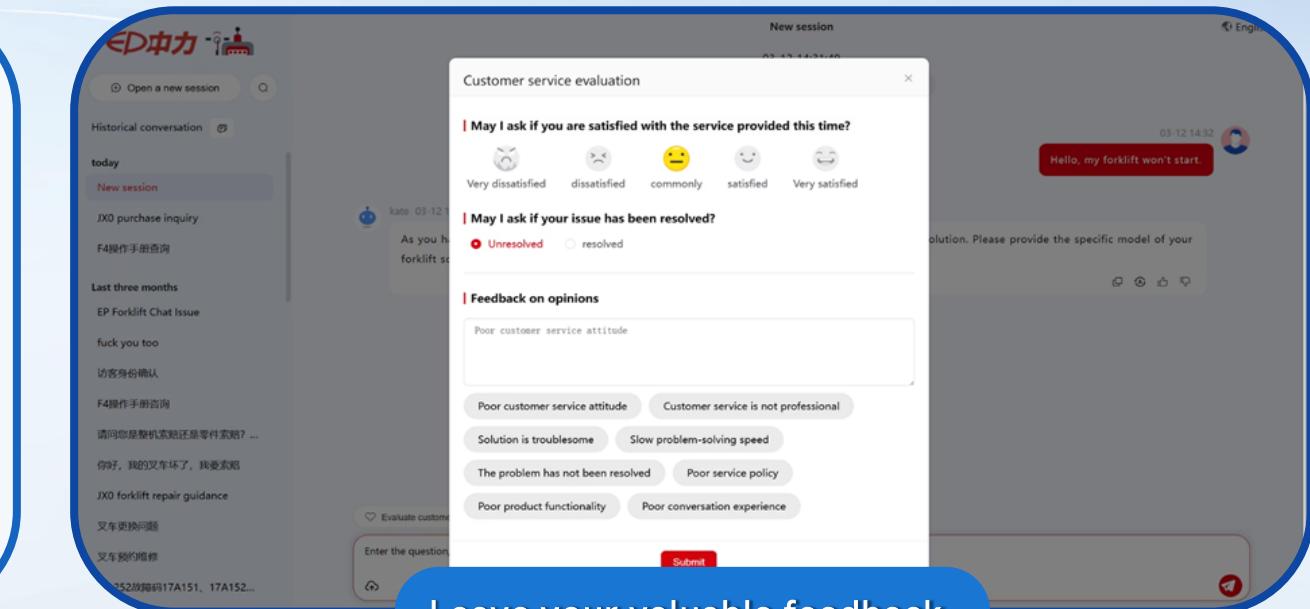
Rate service after each interaction

Provide suggestions to enhance quality

Your feedback helps us serve you better



Click to rate the service.



Leave your valuable feedback.