

## CUE Policy/Process for Our Dealers and Distributors

One more value-add to our program this year is that we have streamlined the relationship with our polyurethane supplier in regard to past IST models. In 2023, you are now able to speak directly with CUE when ordering Poly for any of our revision 1 and revision 2 IST units. This benefit will dramatically reduce lead times and costs relating to these replacement parts to both you and the end user.

- Make sure to have the IST model number and serial number available prior to calling CUE
- Note that this option is only available for Rev. 1 and Rev. 2 IST units with serial numbers preceding 42400, see the reference chart below
- Call CUE customer service at 1-724-772-5225 – select option 1
- Dial ext. 3324 – Tom Swift
- Using the Pro-Tech model number and serial number coordinate with CUE customer service to determine what polyurethane replacement parts are needed and place your order directly with CUE
- Please call Pro-Tech directly for all other IST replacement parts

| Serial Number | Poly Rev 1, 2  | Poly Rev 3       | All Other Parts  |
|---------------|----------------|------------------|------------------|
| 25000 - 28999 | Contact CUE    | Not Applicable   | Contact Pro-Tech |
| 29000 - 42399 | Contact CUE    | Not Applicable   | Contact Pro-Tech |
| 42400 - 55000 | Not Applicable | Contact Pro-Tech | Contact Pro-Tech |

**CUE                      724-772-5225**

**Pro-Tech                      888-787-4766**