

CUSTOMER SERVICE BULLETIN

CSB 1000: EPC Standard Delivery Guidelines

Encoder Products Company is known for our lightning-fast delivery. Our Standard Shipping Time is just 4 to 6 business days ("business days" are Monday - Friday, excluding holidays). We also offer same-day shipping on many models; see also [CSB 1001: EPC Expedite Guidelines](#).

| Quantity | Lead Times | Comments |
|------------------------------------|---|---|
| 1 - 10 pieces Standard Products | 4 to 6 business days, after receipt of order | Covers all Standard Catalog or established SPEC configurations. Please contact EPC Customer Service for any special needs or requests. |
| ≤ 50 pieces Standard Products | 7 to 10 business days, after receipt of order | |
| > 50 pieces Standard Products | Contact EPC Sales for Blanket Orders with Scheduled Releases -OR- Negotiated KanBan options | |
| MA/SA Series Absolute Encoders | 14 to 21 business days, after receipt of order | |
| Modifications to Standard Products | 2 to 6 weeks, after receipt of order. Delivery is dependant upon level of required modifications and availability of parts. Contact EPC Sales for consultation. | EPC's ISO Quality Assurance processes require the exchange of Sign-off Drawing, 1st Article, and 1st Article Acceptance prior to scheduling of initial Production release. Timing can vary depending up numerous factors. Specifics to be confirmed in a formal Proposal on a per-application basis. |
| End-of-Life Products | Contact EPC Customer Service. | For products with End-of-Life status, manufacturing support may be limited and may result in extended lead times. Confirm at time of order. |