

5 Year Parts and Labor Warranty For IGBT-Based Inverter Welders and Plasma Cutters



Parts and Labor Warranty Statement:

Everlast warrants to the end user (original purchaser) that the IGBT Inverter Welding or Plasma Cutting product is free of defects in workmanship and material for the duration of 5 years from the time of receipt of the product by the end user. During this time Everlast agrees to provide parts and labor for all IGBT-based Inverter welding or cutting products. However, at its discretion, Everlast reserves the right to repair, replace, or refund the product (once returned, minus wear and tear evaluation), as the exclusive remedy for the warranty. Everlast also reserves the right to determine eligibility for repair which may include considerations of abuse, neglect, lack of customary maintenance, willful damage, or theft. Any customer initiated claim of refund that was sold by an authorized dealer or website other than the official Everlast USA website (www.everlastwelders.com or www.everlastgenerators.com) must be negotiated through the selling dealer or website and is governed by the dealers/online websites terms and conditions of sale.

Warranty Transfer:

Everlast allows the warranty to transfer from the original owner to a subsequent owner, whether by sale, inheritance, or gift, exactly one time. The warranty will not transfer to subsequent owners beyond the first transfer. The warranty period does not restart after a transfer and only the balance of time from the original date of product receipt will remain. The warranty exclusions and rights also transfers to the second owner. To transfer the warranty, the original purchaser should call Everlast prior to transfer of ownership to notify Everlast of transfer of ownership. If for any reason the transfer of warranty cannot be properly established such as death, or sudden circumstance, the second owner should call Everlast and explain the circumstance within 30 days of physical transfer of ownership and be willing to provide any documentation available surrounding the transfer. Call 1-877-755-9353 ext. 202 to arrange the transfer of warranty.

Customer Self-Repair During Warranty Period:

Due to Everlast's desire to offer the most expedited service that we can, Everlast reserves the right to offer the opportunity for the owner to make simple and common repairs to the Everlast welder or plasma cutter that they own if needed. Such repair will be done under the supervision of Everlast's technical advisors with the aid of a detailed instructional guide, email, or phone council. If the customer is in agreement and deemed able to perform the repair, based off of conversations with technical support, Everlast may decide to ship a replacement part directly to the customer to perform the repair. If the customer agrees to such a repair, the customer will agree to repair and fix it at his/her own labor expense and time. Everlast will still provide the part at no charge, but will not reimburse the customer for any labor or time expense. The plug and play, modular design of these welders enable this type of warranty relationship. The simplicity of the modular designs which allow customers to self-repair can drastically reduce down-time from several weeks to just a few days or hours. Many repairs of this nature only require the most basic tools and skill level. In some cases limited electrical equipment like voltage testers will be required for diagnosis and repair. Before a customer accepts such a repair opportunity, he/she should evaluate the skills and basic tools needed to accomplish the repair. Everlast will help assess the tools that may be needed by the customer. **In cases of required software upgrades or re-programming that can be done by the customer, a deposit may be required to cover the cost of the programming machine to ensure its prompt return. Once the machine is returned, the deposit will be refunded.**

Items not covered by the 5 year period:

Consumables supplied with the welder or plasma cutter are only warrantied to be free of defects in workmanship and material at the time of delivery. Accessories carry separate, shorter warranties. See the accessories warranty section for details on warranty on specific accessories. The duration of the warranty will vary on accessories.

Warranty Disclaimer:

This warranty is in lieu of all other existing warranties and is in effect only for products purchased on or after March 1, 2022. All other claims of other warranty, fitness for purpose, application or merchantability are expressly disclaimed and denied. Everlast is not responsible for any claims or policies of authorized dealers or other authorized retail sales outlets including websites not operated or owned by Everlast. Everlast is not responsible for time or profit loss due to welder failure and will not be responsible for time loss or business loss as a result of any warranty issue, delay in repair or any deficiency in expected performance. Everlast denies any liability for consequential or incidental damage occurring as a result of failure, defect, application of use or malfunction.

Free Shipping Policy:

Everlast will additionally cover the shipping both ways during the first three years of ownership of certain inverter welders and plasma cutters. The customer must pay for shipping to and from the repair center at his/her expense after the three year policy expires. This coverage extends to the original owner only. It does not transfer to subsequent owners. This coverage is also limited to the lower 48 contiguous United States on most welders, except large frame models. Expressly, this policy does not apply to Hawaii, Alaska, FPO addresses, Canada, or any other country, territory or province. Any customer living in areas outside the 48 contiguous United States will be responsible for shipping both ways beginning the first day of the warranty period. However, Everlast may still choose to assist by shipping warranty parts to the customer, with the customer paying the cost of shipping. Everlast will not be responsible for any duty or surcharge placed on the unit as a result of shipping to any location outside of the lower 48 states. All other costs, besides parts and labor arising out of a need for warranty repair, are to be borne by the customer in areas outside the 48 states.

The following exceptions to the free shipping policy include generally include all large frame or extended frame model welders or plasma cutters due to their size, weight or delivery methods. Everlast reserves the right to add or remove items from this list without notice. In general, any large frame unit with extended height or length will not be covered under the additional shipping policy. (These items retain the 5 year parts and labor warranty, but shipping will be the responsibility of the owner):

PowerTIG 400EXT, Typhoon 500, Typhoon 700, Lightning MTS 275, Lightning 275P, PowerMTS 400, Power i-MIG/ Cyclone 353DPi, Cyclone 312i, Cyclone 312i Pro, Cyclone 503DPi, Cyclone 262i, Cyclone 263Pi, Tempest 401i, Tempest 412, PowerPlasma 150/160H.

How to Obtain Warranty Service, Warranty Procedure and Customer Obligation to Exercise Due Diligence:

If an occasion arises that the product begins to malfunction, provides poor performance, fails, or exhibits abnormal behavior, the customer must contact Everlast Tech Support at 1-877-755-9353 ext. 207 to report the issue and establish a claim. If unable to reach tech support via phone, email the issue to tech@everlastwelders.com. The customer should provide all details of the problem including the model name. The customer should include the personal name or company under which it was purchased, contact phone number, purchase date, and copy of your receipt. This should be done in a reasonably timely manner, with no more than 72 hours passing before being reported. If the time frame suggested falls on a holiday or non-work day, the next working day is permissible. Tech support will typically return the call or reply to the email within 24 hours on working week days. If this is reported on weekends, holidays or other special days, the customer should allow extra time for response. During seasonal, heavy times, the customer should expect a callback or response within 48 hours. After a brief diagnosis to confirm the existence and nature of the issue, a Return Authorization number will be issued to the customer if it cannot be resolved over the phone or through simple means.

Everlast maintains a USA based technical support team with both training and experiential knowledge of the units. A warranty return request or request for parts will not be processed until the tech support team member has had an opportunity to review the issues, and go over a brief diagnosis, which is usually less than 30 minutes, but sometimes may require up to an hour to go through the diagnosis process. +Be prepared to answer questions, go over elementary operational details and do rudimentary tests on the unit to help determine the cause of the issue. *The customer will need basic tools such as flat and Philip's Head screw drivers, metric hex-key wrenches and a volt/ohm meter to assist the tech support member in diagnosis. Volt/Ohm meters are inexpensive with some models costing less than \$20.00. As a general rule this is a good tool to have as a general rule for more than just the welder. While not 100% necessary, having a volt/ohm meter handy will reduce the chance of a misdiagnosis.* Simply saying "It doesn't work" and requesting a return may result in the customer being needlessly charged for a repair if diagnosis over the phone is not performed. This policy insertion exists because a high percentage of units that are returned without diagnosis often test as "good" at the repair center. **If the customer does not choose to cooperate with tech support or isn't willing to perform basic diagnosis over the phone, and the unit is found to be in working order, both shipping and diagnostic fees will be charged back to the customer.** If a unit is returned after cooperating with tech support with the over-the-phone diagnosis, and the unit is found to be in working order, no fee will be charged.

Warranty on Repairs and Parts Purchased For Stock, Preventative Maintenance or Self-Repair after Warranty Expires:

Repairs on welders under warranty are warrantied only for the balance of time remaining on the original 5 year parts and labor warranty. The warranty does not restart, even if a replacement unit has been sent. The original date of receipt still marks the beginning of the warranty. If repairs are performed after the warranty period has expired, the repair is warrantied for 30 days. Any part, including, but not limited to, PCP/electronic control boards, transformers, solenoids, potentiometers, IGBT's, diodes, gauges, tubing, wires, High Frequency boards, fans, switches, relays, displays, screens etc. purchased as replacement or extra stock parts by the customer or the customer's authorized representative shall be warrantied for a period of 30 days after receiving the part. This also includes extra parts purchased by the customer while the warranty is still in effect.