

2 Plus 3 Year Warranty For Laser Welders, Cleaners, and other Laser Products



Warranty on Laser Products :

Everlast warrants to the end user that all RedSabre Laser welding, cleaning and cutting equipment including air and water-cooled/refrigerated models to be free of defects in workmanship and material in accordance to the policies described below. Everlast, at its discretion, reserves the right to repair, replace or refund the product or its accessories (once returned, minus wear and tear upon evaluation) as remedy for warranty according to the following policies.

Laser Light Source (Optical Pump) 2+3 Years (5 Year warranty):

For the initial 2 years of the warranty, beginning with the day of product receipt by the customer, Everlast may option to completely replace or repair the light source (optical pump) of the unit depending upon the nature of the failure. During the last 3 years of the warranty, the laser light source (optical pump) will be repaired at Everlast's designated laser repair facility.

Fiber Laser Cables and Water Lines:

RedSabre fiber laser cables and water line assemblies are warrantied against defects in workmanship or materials for one year from the date of product receipt.

This warranty specifically excludes coverage for any damage caused by any of the following actions or circumstances:

1. Damages to the cables caused by running over the cables with the cart/chassis or other wheeled items.
2. Damages to the cables caused by standing on the cables, and damage caused by dropping items on the cables.
3. Damages to the cables caused from burns arising from careless operation of the laser beam or bringing the cables into contact with hot materials such as recently welded or cut metal.
4. Damages to the cables caused by excessively bending the cable greater than 60 degrees or by coiling the cables too tightly to store the unit.

Damage to the fiber cable and crushing/breakage of the fibers inside the cable is easily identified and only occurs from poor handling and mistreatment. Typical signs damage include loss of beam strength and/or beam cohesion. Broken fibers are considered to be "defects," unless the damage is present upon delivery and discovered with first use or inspection. If this is the case, then, any such damage must be reported to Everlast technical laser support as soon as reasonably possible. During the week, damage should be reported no more than 24 hours after discovery. If damage is discovered upon delivery and the discovery of such damage is lieson a weekend or holiday, the damage should be reported the next working day. Delays in reporting damage observed upon delivery can nullify the claim.

Laser Gun Heads:

Laser Gun Heads are warrantied to be free from defects in workmanship and materials for a period of one year after product receipt.

This warranty specifically excludes damage occurring from the following:

1. Damage caused by misalignment of mirrors or lenses resulting from dropping or rough handling, including throwing, or using the gun to tap or strike objects.
2. Damage caused by intentionally operating the gun with misaligned or damaged mirrors, clouded or damaged focus lenses and misaligned focus tubes or consumables.
3. Damage caused by neglect to change protective lenses.
4. Damage caused by reflecting the beam onto any part of the gun, internally or externally, through improper use or calibration.

5. Damage to or burnouts of the gun caused by using the wrong focus lenses, non Everlast supplied parts, or worn or expended parts.

Laser Gun Heads need regular re-alignment, collimation, cleaning and recalibration. Any required recalibration can be performed by the customer with simple tools under the guidance of Everlast Laser Tech Support. Focus lenses, protective lenses, mirrors are considered consumable items. These are not covered under the warranty. Re-alignment and calibration of any laser gun is excluded from warranty, unless it is caused by manufacturing or material defect. If gun re-alignment is provided by the Everlast Laser Repair facility, a fee will apply. The customer will also be charged for any related packaging and shipping costs.

Wire Feeders:

Laser Wire Feeders are warrantied to be free from defects in materials and workmanship for a period of 5 years from date of the product receipt. Normal wear and tear of consumables, wire feeder drive rolls, liners, connection cables and related wear parts are not covered under this warranty.

Water-Coolers:

Water Coolers are generally built in as part of the Laser product design. Coolers, including water pumps, valves, relays and related equipment are warrantied to the original end user to be free from defects in workmanship or material for 5 years from the date of the product receipt. Separate coolers used as "add-ons" are covered by separate Everlast Warranties.

Customer Self-Repair:

Due to the nature of Lasers and the modular components that are used to build the machines, many components are easily and quickly serviced or replaced by the customer under the guidance of Everlast Laser Technical Support Team with basic tools if the customer is able. **However, any unauthorized repair, alteration, or change to the unit, including alteration of internal wiring will void all warranties. Everlast must be made aware of and officially approve any repair or change to the unit before attempting any repair, upgrade or change to the unit.**

Safety Items:

Safety items associated with the laser should not be defeated or altered. Any safety item defeated or altered may result in unwanted and dangerous operation of the machine. Altering safety items may void the warranty. Safety items such as switches, relays and connections are warrantied against workmanship and manufacturing defects for a period of 5 years. Any malfunction or breakage of a safety item should be reported to Everlast immediately and use of the machine should be discontinued until it is repaired.

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.

Warranty Disclaimer:

This warranty is in lieu of all other existing warranties and is in effect 1-1-2026. 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 product failure and will not 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.

Warranty Freight:

All repairs are done F.O.B. the Everlast laser repair facility. Some exceptions exist for smaller, easily shipped products and shipping cost will be determined on a case by case basis. If a product return is required, Everlast will work with the customer to minimize the cost of return.

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 Laser Tech Support at 1-877-755-9353 ext. 228 to report the issue and establish a claim. If unable to reach tech support via phone, email the issue to lasertech@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 a problem or issue 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. The customer may need to schedule a time of availability during normal or off hours and may need be connected to the internet to allow remote log-in of the laser product by Everlast or its repair representative to verify and determine certain issues or problems. Additionally, live, face-to-face videos are used to help determine product issues. Simple tools such as screw drivers, small metric wrenches and a volt-ohm meter may be required to access and test certain items. The customer should be prepared to actively participate in the diagnosis process. Many issues are often resolved by a simple phone call and answering a series of basic questions. Refusal to assist in and authorized diagnosis may result in the customer being charged for the repair and/or repair being delayed.