



Warranty and Service

LIMITED WARRANTY

STATEMENT OF LIMITED WARRANTY (EFFECTIVE 1ST JANUARY 2022)

This limited warranty supersedes all previous CANAWELD warranties and is exclusive with no other guarantees or warranties expressed or implied.

Subject to the terms and conditions below, CANAWELD Inc. Company (CANAWELD warrants to authorized distributors that new CANAWELD equipment sold after the effective date of this limited warranty is free of defects in material and workmanship at the time it is shipped by CANAWELD. THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS.

WARRANTY PERIOD:

Within the warranty periods listed below, CANAWELD will repair or replace any warranted parts or components that fail due to such defects in material or workmanship. CANAWELD must be notified in writing within thirty (30) days of such defect or failure, at which time CANAWELD will provide instructions on the warranty claim procedures to be followed. Notifications submitted as online warranty claims must provide detailed descriptions of the fault and troubleshooting steps taken to diagnose failed parts. Warranty claims that lack the required information as defined in the CANAWELD Service Operation Guide may be denied by CANAWELD.

CANAWELD shall honor warranty claims on warranted equipment listed below in the event of a defect within the warranty coverage time periods listed below. **Warranty time periods start on the delivery date of the equipment to the end-user purchaser, or 3 months after the equipment is shipped to a North American distributor, or 9 months after the equipment is shipped to an international distributor, whichever accrues first.** Please retain your proof of purchase. If you do not have your proof of purchase or fail to register your unit within 45 days after your purchase, your warranty will start 15 days after the date of manufacture, according to Canaweld's records. The repair or replacement of your machine under warranty will not extend the period of the warranty.



7 Years parts, 3 years labor:

- Main power Transformer and Inductance on all Three Phases INVERTER power supplies (having 60% DT or more in maximum Current.)

5 Years parts, 3 years labor:

- Main power Transformer and Inductance on all INVERTER power supplies (having less than 60% DT or more in maximum Current.)

3 Years Parts and Labor:

- All CANAWELD welding machines power sources, Wire Feeders and Plasma arc Cutting power sources.

1 Year Parts and Labor, Unless Specified:

- All TIG, Plasma torches/MIG guns, spool guns, Push Pull guns, (Does not include expendable parts and guns/torches listed under 90 and 30 day warranties)
- All water coolers (internal or external models),
- Welding and cutting accessories including wire feed modules, undercarriages, field-installed options that are sold separately, unattached options, , (Does not include expendable parts listed under 90 and 30 day warranties)
- All foot pedals.

90 Days (Parts, but No labor):

- All Helmet Lenses
- Gas Regulators, adapters, and other accessories



30 Days (Parts, but No labor):

- All cable assemblies of gun, spool guns and push pull guns and Plasma or TIG torches.
- All stick electrode holders (Does not include consumable items listed under 30 day warranty.).
- All consumable items that may be used with the environmental systems described above. This includes hoses, filters, belts and hose adapters.

WARRANTY REPAIR:

- If CANAWELD confirms the existence of a defect covered by this warranty, the defect will be corrected by repair or replacement at CANAWELD's option.
- The exclusive remedies for warranty claims are, at CANAWELD's option, either: (1) repair; or (2) replacement; or, if approved in writing by CANAWELD, (3) the pre-approved cost of repair or replacement at an authorized CANAWELD service station; or (4) payment of or credit for the purchase price (less reasonable depreciation based upon use).

FREIGHT COSTS:

- The purchaser is responsible for shipment any "Goods" claimed defective under CANAWELD's warranty to and from the CANAWELD or Canaweld Authorized Service Facility. Products may not be returned without CANAWELD's written approval. Return shipment shall be at customer's risk and expense.

Limited Warranty shall not apply to:

- The power supplies have been operated with other brands of torch/gun, welding connectors, cooling units, related consumables and other accessories.
- External parts of the machines (For example; switches, knobs, Potentiometers, welding/gas connections on machine panels, enclosure, LCD and displays).
- The replacement of any expendable part that is required due to normal wear. (Such as, torch/gun contact tips, Nozzle, head, gas diffuser, trigger, liner.), or parts that fail due to normal wear.
- Items furnished by CANAWELD, but manufactured by others, such as engines and engine accessories are warranted by the engine or engine accessory manufacturer and are not covered by this warranty.
- The goods have been repaired by the purchaser or any third part without the authorization or prior written approval of CANAWELD or improper testing.
- The defects caused by improper packing by end-user, in case of returning the product.
- Equipment that has been modified by any party other than CANAWELD, or equipment that has been improperly installed, improperly operated or misused based upon industry standards, or equipment which has not had reasonable and necessary maintenance, or equipment which has been used for operation outside of the specifications for the equipment.
- Damage caused by not carrying out the recommended appliance maintenance.

WARRANTY LIMITATIONS:

- CANAWELD Products are intended for commercial and industrial users trained and experienced in the use and maintenance of welding and cutting equipment and are not intended for personal, family, or household purposes.
- End user is responsible for filter replacement, routine inspection, including wear inspection, and regular maintenance of weld fume extraction products. Use of environmental products without routine inspection, regular maintenance and filter replacement can cause premature failure, which is not covered under warranty.
- CANAWELD is not responsible for cable wear and consequential damage resulting from cable wear due to flexing and abrasion. End user is responsible for routine inspection of cables for possible wear and to remedy the issue prior to cable failure.
- Canaweld Inc.'s liability under this warranty shall not exceed the cost of correcting the defect of the Warranted Goods or the cost of replacing them, whichever is less.
- This warranty and the rights granted herein are non-transferrable.
- Intentional cosmetic decoration or modification that may impact a product's resale, refurbishment, restoration, or usability will void the terms of your product's warranty and the Canaweld return policy.



Canaweld Inc. will not accept responsibility or liability for:

- Repairs made outside of CANAWELD service facility or a CANAWELD Authorized repair center.
- Failures resulting from attachments, accessory items and parts not sold or approved by Canaweld Inc
- Failures resulting from purchaser's delay in delivering the Warranted Goods to an Authorized Repair Centre after being notified of a potential problem with the Warranted Goods.
- Damage resulting from normal wear and tear; and repairs or replacement of any parts reasonably considered to be consumables, including but not limited to the following TIG torch components: (i) collet and collet body, (ii) gas nozzles, (iii) gas cups, (iv) insulators, (v) back cups, and (vi) gas lenses, and to the following MIG/MAG torch components (vii) gas nozzles, (viii) tips, (ix) gas lenses, (x) liners, and (xi) drive wheels
- Any loss suffered by the purchaser which: in any manner relates to a loss of revenue, profits, opportunity or production, loss or denial of use of any equipment or facility, increased expense of operation, economic loss, loss of goodwill or reputation, delay, business interruption or the cost of repair to or replacement of equipment, facilities or goods and related third party services; or in any manner can be construed as indirect, incidental, special, punitive or consequential losses or damages
- Failures caused by circumstances outside of Canaweld's control, such as damage from external sources, transit, weather, electrical outages or power surges

NOTES:

- **This written warranty is the only express warranty provided by CANAWELD with respect to its products. Warranties implied by law such as the warranty of merchantability are limited to the duration of this limited warranty for the equipment involved.**
- **This warranty gives the purchaser specific legal rights. The purchaser may also have other rights which vary from state to state.**

For Purchasers in Quebec:

The parties acknowledge that they have required that the present document, as well as all documents, notices and legal proceedings entered into, given or instituted pursuant or relating directly or indirectly hereto, be drawn up in English.

Les parties reconnaissent avoir convenu que la rédaction du présente document sera en anglais, ainsi que tous documents, avis et procédures judiciaires exécutés, donnés ou intents à la suite de ou en rapport, directement ou indirectement, avec les procédures concernées.