

# Wescol Warranty Information

At Wescol, we're proud to offer a comprehensive product warranty providing further reassurance to users of our commitment to both our products and their productivity. We manufacture superior products and think it's right to provide superior support for them

This warranty forms part of our guarantee to continue to manufacture quality products which perform and last.

## **What's covered?**

At our discretion we will repair or replace any Wescol manufactured product for the period given in the table below. This applies from the date the user purchases the equipment. This warranty is limited to any defect that has arisen in the unlikely event of material failure or poor design or workmanship in manufacturing the product.

## **What's not covered?**

It does not include the following:

Normal wear and tear, abuse, transit damage, use other than in accordance with the instructions, any alteration other than by us or a service centre nominated by us and equipped to properly deal with the servicing of Wescol products. Pressure gauges are excluded where fitted to regulators (we don't make them) and no warranty is offered on cutting, welding or heating nozzles.

The warranty will lapse if changes are made to the product without our prior written permission, or if repairs are carried out using unauthorised spare parts or maintenance instructions of the product that are not complied with.

Wescol (or an authorised agent) can claim costs for repair outside the warranty. The direct or indirect damage and loss of profit are not covered by the warranty. The warranty period is based on a working week of 40 hours.

## How to Claim?

Please download the warranty claim form from [www.wescol.com/warranty](http://www.wescol.com/warranty).

You will then need to fill in the form and return it to [warranty@wescol.com](mailto:warranty@wescol.com) with some proof of when and where you purchased the product. We will then work with our local service agent be able to validate your claim and arrange to get the product returned or repaired.

You can also ask your supplier for help with this.

<b>Product</b>	<b>Model</b>	<b>Warranty Period</b>
<b>Regulators</b>	300, 400, 600, 700, 800	5 Years
	WE Series, Commando Series	2 Years
	Bevreg	1 Year
<b>Flashback Arrestors</b>	T82, T84, T86, T83, T90	
<b>Manual Cutting Equipment</b>	C1, C2, C3, Model O, Model 65, Model 90, NM Series	1 Year
<b>Carbon Dioxide Heater</b>	Mistral	1 Year
<b>Flowmeters</b>	Accuflow	1 Year
<b>Accessories</b>		1 Year

This warranty is limited to defects which arise solely from faulty design, materials or workmanship on our part provided always that defective Goods or parts of Goods are promptly returned by you at your expense to our works unless otherwise agreed in writing. Where by agreement with you we cause one of our employees or agents to carry out work or repair or replacements at your premises, we shall have the right to charge for the whole or any part of the cost and overheads involved in such additional services which shall be payable on the date of the invoice. We shall not be liable, either in part or in full, for any claim whatsoever for failure of Goods to meet specifications or performance criteria of any form or type unless specifically agreed in writing by us. It is your responsibility to determine that use of the Goods supplied by us are fit for the purpose to which you put them. We shall not be liable in any manner whatsoever to you for any damage to property, loss of profit, market or contract (direct or indirect) or for any consequential loss sustained or alleged to be sustained by you.

When the price quoted includes transportation of the Goods we will repair or replace the Goods lost or damaged in transit free of charge provided that both the carriers and we receive notification of such loss or damage within three Working Days of the delivery of the Goods or the receipt, followed by written confirmation within seven days. In the event of incomplete delivery arising otherwise than through loss or damage in transit, we shall be under no liability whatsoever unless we receive notification of all relevant details within three days of the delivery of the Goods and/or Services, followed by confirmation in writing within seven days of delivery

Full terms and conditions are available at [www.wescol.com/warranty](http://www.wescol.com/warranty)