

## **AMH Canada LTD**

### **LIMITED WARRANTY POLICY**

#### **GENERAL POLICY:**

AMH Canada equipment is warranted by AMH Canada LTD to the original commercial or institutional end user/owner Purchasers against defects in materials and workmanship. End users/owners assume full and exclusive responsibility for the selection of the appropriate equipment for the Purchaser's use. AMH does not warrant merchantability or fitness of any equipment or part thereof for any specific application other than as set out in AMH technical information particularly applicable to each piece of equipment it manufactures.

#### **TERMS & LIMITS:**

The warranty becomes effective on the date of the purchase by the end user. During the warranty period, equipment covered by the warranty and found to be defective will be repaired or replaced at the manufacturer's discretion without charge. The manufacturer's responsibility is limited to repair or replacement of damaged or defective parts. The equipment must be returned, transportation charges prepaid with proof of purchase date, to an authorized service center or to AMH Canada. If a product warranty card has not been completed or proof of purchase is not available, the warranty will be deemed to become effective at the time the product leaves the factory or authorized AMH Canada warehouse. Warranty repair service does not extend the period of warranty beyond the original period. The warranty is not transferable.

**WARRANTY PERIODS:** Specific types of AMH equipment are covered by warranty as follows:

#### **MIG welding machines, dent pulling systems, and resistance spot welding machines:**

Transformers, rectifiers, chokes, and diodes - 5 years

Circuit boards, microprocessors, and touch pad membranes and digital displays - 2 years

All other internal electrical components, including switches and solenoids - 1 year

External parts, gun assemblies, clamps, hoses, and cables - 90 days

**Short wave infrared paint curing lamps and air movers:**

Circuit boards, switches, timers, touch pad membranes and digital displays - 1 year

Wheels, carriages, cables, and pneumatic devices – 90 days

**Portable pipe expanders:**

Expander guns – 1 year

Hydraulic pumps, tooling, hoses, and accessories – 90 days

Wheels and carts – 90 days

**Pipe Bending Machines:** Hydraulics, electronics, and frame – 1 year  
Tooling – 90 Days

**Portable Plasma Cutters:** Internal Components – 1 year  
External Cables & Torches – 90 Days

**EXCLUSIONS:**

Items NOT COVERED by the warranty include external consumable parts such as lamp tubes, electrodes, contact tips, nozzles, and neoprene O rings. The warranty does not cover defects in or damage to the equipment caused by ordinary wear and tear, abuse, misuse, accident (including shipping damage), or improper maintenance, alteration, installation, or any other cause that is not the result of defective materials or workmanship. AMH is not responsible for any costs arising from the installation of its equipment, adjustment of the user controls on such equipment, or normal user maintenance. The warranty does not apply to any equipment purchased or serviced outside the USA or Canada.

**REMEDY:**

Repair or replacement is the exclusive remedy for defective equipment under this warranty. This warranty is in lieu of all other warranties written and implied, including any implied warranty of fitness for a particular purpose of this equipment. AMH Canada LTD shall not be liable for any consequential or incidental damages for breach of any express or implied warranty of this equipment.

1. What is the length of your warranty?

**Warranty Period:**

- Transformers, rectifiers, chokes, and diodes - **5 years**
- Circuit boards, microprocessors, and touch pad membranes and digital displays - **2 years**
- Compression spot welding clamps – **2 years**
- Liquid cooled spot welding cables, liquid cooled electrode arms, and cooling systems – **1 year**
- All other internal electrical components, including switches and solenoids - **1 year**
- External parts, MIG gun assemblies, hoses, wheels, booms, harnesses, Air cooled welding cables, cable covers, tools, AC power cables, and ground cables - **90 Days**

2. What are the conditions of your warranty; what does your warranty cover and/or not cover (elaborate if needed)?

**AMH Canada** MIG welding machines, dent pulling systems, and resistance spot welding machines are warranted by **AMH Canada** to the original commercial or institutional end user/owner against defects in materials and workmanship. Items **NOT COVERED** by the warranty include external consumable parts such as electrodes, contact tips, and nozzles. **Exclusions:** This warranty does not cover defects in the equipment caused by ordinary wear and tear, abuse, misuse, accident (including shipping damage), or improper maintenance, alteration, or any other cause that is not the result of defective materials or workmanship.

3. Where is the authorized warranty repair center located ?

The AMH USA Warehouse for replacement parts and minor warranty repairs is located in Gambrills, MD. The factory repair facility is located in Rimouski, Quebec CANADA. AMH maintains a relationship with 96 welding service and repair depots in the USA who may do warranty and non-warranty repair. However, most do not provide “in shop” service.

4. What length of time will it take to complete the corrections?

Time for warranty repair can depend upon; the nature of the defect, availability of replacement parts or machines, and the work backlog at the repair depot, if one is involved. Warranty exchange of a part for installation by the customer can normally be made within 3 to 7 days. Repair of a component or machine may take 1 to 3 weeks, not including time in transit.

5. If my welder must be shipped, who pays the shipping during the warranty period ?

The equipment must be returned, transportation charges prepaid with proof of purchase date, to an authorized service center or to **AMH Canada**. Authorization for a return must be obtained in advance. Machines or parts repaired or replaced under warranty will be returned to the customer with shipping charges prepaid.

6.What are the shipping & repair requirement parameters after my warranty has expired, who pays for what ?

The customer alone is responsible for all transportation costs of machines or parts NOT covered by warranty.

7.Do you offer a “loaner” during the repair period?

AMH Canada does not provide “loaner” machines. Many AMH distributors and private label retailers have “loaner” machines available to their customers. AMH exercises no control over distributor “loaner” policies.

8.Do you offer an extended warranty; if so at what cost and would this also cover shipping expenses ?

AMH does not offer an extended warranty at this time. However, one may be offered in the near future. If and when extensions are offered, the return policy stated above (5.)