5 Year Parts and Labor Warranty on Everlast Water-Coolers



EVERLAST
WELDING AND CUTTING SYSTEMS

Parts and Labor Warranty Statement:

Everlast warrants to the end user (original purchaser) that the Power-Cool Water Cooler 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 the product. 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.

Transfer of Warranty:

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 water-cooler 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 a water-cooler enable this type of warranty relationship. The simplicity of the modular design which allows 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.**

Denial of Warranty:

Any water-cooler that has frozen due to extreme cold temperatures, or used without the proper anti-freeze concentration will result in denial of warranty. Any algae related or caused issues will result in denial of warranty. Any 240V cooler used on 120V will result in warranty denial. Altering plumbing or internal wiring will result in denial of warranty.

Time Loss Disclaimer:

Everlast will not reimburse for time loss due to water-cooler failure and will not be responsible for time loss or business loss as a result of any warranty or performance issue. Nor will it accept liability for any other consequential damage or incidental damage occurring as a result of failure, defect, misapplication of its use or malfunction of this unit.

Items not covered by the 5 year period:

1. Any coolant loss experienced as a result of cooler a failure, or as a result of improper operation.
2. Extension hoses or torch cables attached to the cooler.
3. Any plastics or tanks exposed to freezing temperatures, below 32°F especially, without proper anti-freeze capable of preventing freezing.
4. Any pump breakage due to freezing.
5. Corrosion or rust caused by improper or non authorized types of coolants.

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 claims of other warranty, fitness for purpose, or merchantability are expressly denied.

Free Shipping Policy:

Everlast will additionally cover the shipping both ways during the first three years of ownership of select Everlast PowerCool Water-Coolers . 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 coolers. *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 parts to the customer at the customers expense to make the repair without having to ship the unit back.*

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, an 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 misdiagnoses.* 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 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.