

For detailed information on our warranty,
see www.ewm-group.com/warranty

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Register and benefit!



Take advantage of a 3 or 5 year warranty now

By registering your product, you can convert your 1-year statutory warranty into a 3-year warranty completely free of charge – even if your machine is in use around the clock. For some product groups you can even get a 5-year warranty.



Registering couldn't be easier

Within 30 days after purchase, visit our homepage at www.ewm-group.com/en/registration.html and enter the serial numbers and purchase dates of the power source, wire feeder and cooling unit; then you will receive your own personal warranty certificate.



You keep control

We will remind you in time of the yearly “Periodic inspection and testing” required by IEC/EN 60974-4 so you can concentrate fully on your welding jobs. Your ewm-authorized dealer will be happy to certify the testing on the back of your warranty certificate.



Your safety is extremely important to us.

As a manufacturer we take our responsibilities with regard to the Product Liability Act very seriously. Your registration helps us to inform you quickly and easily about security aspects regarding your ewm product.

Your EWM team

If you cannot register on our homepage, use the fax form at the end of this booklet or call us.

The content of this document has been prepared and reviewed with all reasonable care. The information provided is subject to change, errors excepted.

The respective national regulations and legislation also apply.

Excerpt from our warranty terms and conditions

Warranty basis

We grant full warranty coverage if you:

- Operate the products in accordance with EWM operating instructions and in compliance with the respectively applicable statutory regulations and guidelines
- Have your EWM products serviced and inspected once per year by an EWM authorised dealer
- Register your EWM products at our homepage

Warranty periods

5 years	for	/ Main transformers / Output chokes / Secondary rectifiers
3 years	for	/ Power sources *) / Wire feeders *) / Cooling units *) / Trolleys
2 years	for	/ EWM Powershield (welding helmet) / Coolant pumps
1 year	for	/ Automation and mechanisation components / EWM branded products (e.g. Powercleaner) / EWM torches / Used machines / Intermediate hose packages / Remote controls / Inverter power units / Virtual Welding Trainer
6 months	for	/ Separately supplied spare parts (e.g. circuit boards, ignition units, etc.)

*) For the full 3/5 year EWM warranty to apply, the product must be registered at the EWM homepage.

Manufacturer's/supplier's warranty

For all additional parts used by EWM, but manufactured by other companies (e.g. motors, fans, torches, etc.).

(other products on request)

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Scope of the warranty

In the first, second and third year, the warranty covers the free replacement of parts and working time – in the fourth and fifth year, the material required for the repairs is covered.

Asserting a warranty claim

To assert a warranty claim, please only contact EWM or an authorised EWM partner. To enforce the full premium warranty, it is required that you submit the original invoice stating the serial number of the machine. For power sources, wire feeders and cooling units, the warranty certificate is also required.

For our complete warranty terms and conditions, see
www.ewm-group.com/warranty

Should you have any questions regarding warranty registration, we would be pleased to answer them for you.

Tel.: +49 2680 181-0

Fax: +49 2680 181-244

E-mail: warranty@ewm-group.com

Because quality gets top priority

If your desired product should, after unpacking it, unexpectedly exhibit signs of damage or the quality after commissioning does not live up to the promised premium criteria, then this is a matter of the utmost importance to us.

We are pleased to receive all feedback, because this helps us further improve our products even more. At EWM, we are committed to this fundamental principle and assume complete responsibility for our products.

Please send us an error description by fax or e-mail and state the article and serial numbers. We will immediately respond to your issue.

Tel.: +49 2680 181-0

Fax: +49 2680 181-228

E-mail: QM@ewm-group.com