

# **LIFETIME Warranty & Service Agreement**

## ***Questions & Answers for the Distributor***

### **Does a cutting tip need to accompany the cutting torch to qualify for warranty?**

Yes, an authentic Smith (OEM) cutting tip must accompany the torch. If the torch is received without an authentic Smith tip, the owner has the option to either have the torch returned as is or have it repaired at the owner's expense. If torch is received with an after market tip, the torch will be marked and no longer liable for warranty.

### **What's the difference between the Smith Lifetime Warranty and Service Agreement, and a typical "limited warranty?"**

A limited warranty makes a commitment that the device will operate as specified when you buy it and for some limited time thereafter. Our lifetime service agreement extends an offer to "fix it free" if you should wear out any torch component from normal use. And that's for the lifetime of the registered owner.

### **How do you identify whether the Lifetime Warranty and Service Agreement applies to a specific Smith torch?**

All "Lifetime" torches are inscribed with the word LIFETIME, positioned near the part number in bold letters. All LIFETIME torches are date coded.

### **What is covered by the LIFETIME warranty?**

The warranty guarantees that the unit is free from defects in material and workmanship when received. The service agreement further commits to service the product at no charge to the owner should the product fail or wear out due to normal use during the owner's lifetime. Use of tips not manufactured by Smith Equipment or repairs made with other than genuine Smith parts will void this agreement.

### **A customer comes in with a LIFETIME torch that needs repair. What do you do?**

All warranty claims should be handled by our standard return goods process. Call Smith Equipment, obtain a Return Authorization (RGA) number, and return the torch for warranty evaluation. We will repair the torch or, at our option, replace it with comparable equipment at no charge. Either you or the customer may return the unit to Smith Equipment to receive the benefit of the Lifetime Service Agreement.

NOTE: Any repairs made by the distributor are strictly a business transaction between the distributor and the customer. Smith will not reimburse the distributor for repair parts and service. The Lifetime Service Agreement applies only to equipment that is returned to Smith Equipment or an authorized Smith Equipment repair center and is identified with the LIFETIME stamp or in Canada, an authorized repair depot.

### **You have a very old torch that has "Lifetime" or "Life Long" embossed in the handle. Does the service agreement apply to that torch?**

We still receive 40 and 50 year old torches with a request that they be repaired. If the owner is the original purchaser and there is something wrong with the torch, we will replace it, but we can no longer repair those units. Within the terms of the original agreement it means just what it says, "A lifetime of free service." And that is exactly what this agreement means.

# Why Offer A LIFETIME WARRANTY And Service Agreement On Our Torches?

We believe that:

- The designs of Smith Equipment cutting and welding torches are unique and measurably superior to any other torches on the market.
- Our production process is consistently excellent.
- This combination produces a highly reliable piece of equipment.

*This agreement for LIFETIME services means just what it says...it is an expression of our confidence in the quality of the design, materials and workmanship in Smith torches.*

## Does the Lifetime Warranty and Service Agreement apply to a torch included as part of an outfit?

YES! All Lifetime torches listed on this page are included, whether they're purchased separately or as part of an outfit. PLEASE NOTE: additional components included in an outfit (regulators, tips, etc.) are covered by a different warranty (see warranty for complete details).

## Which torches are included in the Lifetime program?

All standard Smith LIFETIME inscribed torch handles, cutting assemblies, and hand cutting torches are covered. Special torches, for example extended special length torches and Toughcut torches, are not included.

## What models are covered:

### TORCH BODIES:

AW1A, AW10A, WH100, WH200, MW5, MW5A, SW1A, SW1B

### CUTTING ASSEMBLIES:

AC309, MC509, DG109A, DG209, SC205, SC209, DG205, MC505

### STRAIGHT-CUTTING TORCHES:

SC175, SC179, SC220, SC225G, SC225, SC225S, SC229, SC229S, SC360, SC365, SC369, ALL DG900, DG200, SC700 SERIES

NOTE: TORCHES OVER 48" LONG ARE NOT INCLUDED

### MACHINE TORCHES:

SC770, SC771, SC780A, SC781A, SC782A

## \*\*\* REMINDER NOTES \*\*\*

\* \* \* In order to speed up the service time at Smith Equipment, make sure the torch you send in is stamped LIFETIME.

\* \* \* Torches without LIFETIME stamped have only a three year warranty.

\* \* \* All warranty claims should be handled by our standard processes. Call Smith Equipment Customer Service and obtain a Return Goods Authorization number at 1-800-843-7912 and return the torch for warranty evaluation. Customer pays for shipping to Smith and Smith will pay for return shipping.



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