



Subject: Eyetech Automatic Helmets
Number: 185
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From: Group Service Manager

CHANGE IN WARRANTY PROCEDURE

As you are aware the lens is the only item that is covered under warranty. The policy to date has been that suspect lenses are returned to a Service Centre and if found to be faulty they are replaced F.O.C. on the warranty system. The failed lens together with the relevant claim are then returned to ESAB Group at Waltham Cross for processing.

For sometime we have been aware following comments from Service centres and with our own experience that it was virtually impossible to test the lenses correctly. To this end in most cases lenses were just replaced if customers' claimed they were faulty, this resulting in over 80% of all lenses returned to the manufacturer working correctly, ie **NOT FAULTY.**

Due to the above ESAB have obtained from the manufacturer of the lenses the same machine that is used in their end of the line testing. Obviously this machine is expensive and it will not be possible for us to Free Issue one to each of our Service Centres, hence the reason for the change in Warranty Procedure as detailed below.

NEW WARRANTY PROCEDURE FOR EYETECH LENSES

Service Centres' should not accept lenses for warranty repair as in future ESAB will not:

1. Accept any charges from Service Centres for any work undertaken concerning Eyetech Helmets.
2. Supply Eyetech lenses F.O.C. against a warranty number.

In future all such lenses should be sent direct by the Customer/Distributor/Service Centre to ESAB Group at Waltham Cross clearly marked for the attention of Sandra Smith or myself.

This will now take Service Centres out of the loop, something I know many of you have wished for some time. I would take this opportunity to thank you for operating the system to date.

Please Note:

This does not affect the warranty procedure concerning the Murex Multiview Helmets.

Reg Hayward

SERVICE BULLETIN