



Warranty Program

Important changes from March 1st, 2020

Authorised Wholesaler



 **Speedglas™**
Welding Safety

New 2020 warranty process

From March 1st, 2020, the warranty process for 3M™ Speedglas™ products will change for the better¹. The new process will work as follows:

- End user to contact AWS directly on 02 9439 0111. Initial diagnosis completed over the phone.
- Online AWS warranty claim form completed, and proof of purchase provided by the end user.
- Postage paid number provided to the end user for all approved product returns.
- AWS will test the product with a 48 hour turn around once received.
- All return freight back to the customer will also be paid for by AWS.

¹The process outlined above is only for Australia at this time.



Warranty information

Product warranty periods outlined in this document only apply to products which have been purchased through an Australian Welding Supplies (AWS) authorised Speedglas distributor in Australia or New Zealand.

Use of non-genuine spare parts will void all claims. Proof of purchase must be provided to proceed with a warranty claim.

The warranty period described below is revolving – meaning that if you experience a problem within the initial warranty period, your warranty protection on the replacement product starts again.

Warranty periods explained

Auto-darkening welding lens (ADL)

3M and AWS warrants that Speedglas G5-01, 9100, 9002NC and 100 Series Auto-Darkening Welding Lenses (ADL's) will be free of defects in workmanship and materials for a period of three (3) years from date of purchase. The 3M 10V ADL is covered by a two (2) year warranty.

The warranty period described above is revolving – meaning that if you experience a problem within the initial warranty period, your warranty protection on the replacement product starts again.

Here's where you can find the lens serial number:

- 100V & 10V Lens – 10 digit serial number located below the LCD on the internal face of the housing.
- 9100 Lens – 10 digit serial number located RHS of LCD on the internal face of the housing.
- 9002NC Lens – 10 digit serial number located top RHS of LCD on the internal face of the housing.
- G5-01 Lens – 10 digit serial number located RHS of LCD on the internal face of the housing.

Adflo powered air purifying respirator

3M and AWS warrants that the Adflo Powered Air Purifying Respirator (PAPR) Motor will be free of defects in workmanship and materials for a period of two (2) years from date of purchase. The Adflo battery and charger are covered by a one (1) year warranty.

Here's where you can find the serial number:

- Adflo Charger – 4 digit serial number followed by 1 or 2 letters located on the left edge of the lower housing.
- Adflo Batteries – 4 digit serial number located on the housing sticker on the bottom face.
- Adflo Motor Body – 10 digit serial number located on the housing sticker below the detachable filters.

Non-electronic components

3M and AWS warrants that the non-electronic components of Speedglas Welding Helmets and Adflo Powered Air Purifying Respirators (PAPR) will be free of defects in workmanship and materials for a period of one (1) year from date of purchase. This does not include any consumable parts.

Extending your product warranty

Welders can register their 3M™ Speedglas™ Welding Helmet or AWS breathing air filtration system on the AWS website to receive an extra 12 months warranty. Extended warranty applies only to the welding lens and the Adflo Motor Body within the initial manufacturer's warranty period.

The warranties outlined above exclude failure resulting from improper use or modification of the ADL or respirator and factors beyond the control of 3M or AWS. Except where prohibited by law, AWS and 3M will not be liable for any indirect, special, incidental or consequential loss or damage arising from this 3M product, regardless of the legal theory asserted. In the case of a warranty claim, the AWS warranty form must be completed and a copy of the receipt with the date of purchase must be provided. This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be acceptable quality and the failure does not amount to a major failure.

Handy Resources

Welding Helmet Selector Tool

Need help finding the perfect welding helmet? Simply answer 10 questions on your mobile or desktop to find the welding equipment best suited to your needs.

Try it at www.awsi.com.au/welding-helmet-selector

Run a Powered Air Cost Calculation

Run a respirator cost analysis using our calculator to determine whether powered air could be a better option for your workplace.

Visit www.awsi.com.au/respirator-cost-calculator

Where to Buy

AWS wholesales 3M™ Speedglas™ Welding Helmets through hundreds of distributors around Australia and New Zealand. Find your closest distributor using our 'where to buy tool'.

Visit www.awsi.com.au/where-to-buy

Frequently Asked Questions (FAQ's)

Do you have a question about 3M™ Speedglas™ Welding Helmets, Welding Respirators or Welding PPE? Search through our library of most frequently asked questions.

Visit www.awsi.com.au/faq



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