

Warranty Program

Effective April 1, 2019

At Surewerx, servicing our customers is our #1 Priority. This is why we have put together one of the most comprehensive and user-friendly Warranty Programs in the industry. Simply, we stand by our products and craftsmanship behind them.

In the event our end users are experiencing difficulties with our products, we recommend completing all of the trouble shooting options first, before we diagnose and complete the warranty process.

Common Issues with Welding Helmets Not Working

Scenario 1: Problems after end user changes environments

Solution: Adjust Delay/Sensitivity Setting on the Helmet.
Note: BH3 & SmarTIGer models work differently than our other ADFs, in that you turn sensitivity all the way up before adjusting, whereas other helmets start at 0.

Scenario 2: Helmet Sensors are not functioning properly

Solution: Check sensors, clear from any slag or debris. Also make sure you are welding in an unhindered environment

Scenario 3: Auto-darkening slow or not working properly

Solution: Check and replace batteries

Scenario 4: Filter not darkening properly, and there are issues with visibility, or spatter

Solution: Change external and internal safety plate

Scenario 5: Filter remains dark after completing a weld

Solution: Ambient light is too bright and user needs to adjust delay

Scenario 6: Helmet is giving off light flashes

Solution: Typically caused from low batteries. Try to replace batteries, and for the solar components, this occasionally happens when stored in a dark environment. Place helmet outdoors facing sunlight to recharge, and try to store in a brighter environment

If the end user has been unsuccessful trouble shooting, they should contact the distributor/company they purchased from for warranty claim assistance before contacting Surewerx directly.

Surewerx honors warranty claims on welding helmets listed in the event of a defect within the warranty coverage timeframe. Warranty coverage begins from the date of purchase for the end user.

5 Years – Parts & Labor

- Jackson Truesight II
- Balder BH3 (also on BH3 included with PAPR system)
- Jackson SmarTIGer

2 Years – Parts & Labor

- Jackson NexGen
- Jackson Insight
- Jackson Nitro
- Jackson Element
- Sellstrom Premium
- Sellstrom Advantage Series Plus
- Sellstrom Advantage

1 Year – Parts & Labor

- Jackson HSL1, HSL2, HSL 100, HLX 100
- Huntsman 930P, 951P, 990P, Leather
- Huntsman 411P, 430P, 451P, 490P
- PAPR Blower

If unable to resolve with your distributor/company product was purchased from, customer may email our customer service team Claims.usa@surewerx.com, with the following:

*Completed Surewerx Warranty Claim Form
Attached Proof of Purchase*

We want to make sure all attempts at troubleshooting have been used before conducting the claim process.

Once claim has been submitted, and product is determined to be defective under warranty, a replacement part or unit will be sent. We ask that you send the defective product here for further evaluation:

ATTN: QA Department
300 Corporate Drive
Elgin IL, 60123

If you have further questions, you may reach out to customer service at (800)-323-7402