

Warranty Program

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 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 time frame.

Warranty coverage begins from the date of purchase for the end user.

If unable to resolve with your distributor/company product was purchased from, customer may email our customer service team sales@jacksonsafety.eu, 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:

SureWerx UK Ltd., PO Box 18759, Solihull, England, B93 3NA, UK

If you have further questions, you may reach out to customer service at:

info@surewerx.eu

Product	Years
ADFs	
Duo ADF	1
Translight 355 ADF	3
Translight 455 ADF	3
Translight 555 ADF	3
Rebel ADF	2
WF20 ES ADF	1
WF70 DS 4/9-13 ADF	3
WF70 ES 4/9-13 ADF	3
WF70 GDS 4/6-8/9-13 ADF	3
Graphic Helmets ADFs	2

WELDING HELMETS

Helmet Shells	3
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PAPR SYSTEMS

AIRMAX	
Blower Unit	1,5
Battery	1
AIRMAX+	
Blower Unit	1,5
Battery	1
AIRMAX ELITE	
Blower Unit	1,5
Battery	1

PPE

PPE Products	1
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