

**We're kicking
off our 100th
year as one
of the leading
welding, cutting
and filler metal
manufacturers
in the world
by making a
revolutionary
pledge to
our customers.**

In appreciation for your business, and to demonstrate our confidence in the products we make, your purchase of an ESAB product now comes with something extra. In addition to the standard warranty on ESAB products, we now offer the ESAB 100% Satisfaction Guarantee.



We want you to be completely satisfied with the ESAB products you buy – be it equipment or filler metals. The ESAB 100% Satisfaction Guarantee is our ongoing promise to you that ESAB will do **whatever it takes** to make sure that you are totally satisfied with what you buy from us for 100 days from the date of purchase. ESAB is the only manufacturer in the business with enough confidence in our products to offer you this **unique purchase protection**, letting you buy risk free!

The ESAB 100% Satisfaction Guarantee:

- Covers a wide range of ESAB products, including welding equipment, gas apparatus, filler metals, and hand plasma machines.
- Promises you that ESAB will do whatever it takes to make you 100% satisfied with your ESAB purchases.

Our Customer Satisfaction Team is just a phone call away – **1-800-ESAB-123, Press 5** – or visit www.esabna.com/100satisfactionguarantee.

In U.S.A.:
ESAB Welding & Cutting Products
411 South Ebenezer Road
Florence, SC 29501-0545
www.esabna.com

In Canada:
6010 Tomken Road
Mississauga, Ontario L5T 1X9

In Mexico:
Ave. Diego Diaz de Berlanga No. 130
Col. Nogalar
San Nicolas de los Garza, N.L. 66480
Monterrey, Mexico



A CENTURY OF KNOWLEDGE IN
WELDING & CUTTING

**100 Years.
100% Satisfaction.
Guaranteed.**



**Introducing The ESAB®
100% Satisfaction Guarantee.**



What's covered by the ESAB 100% Satisfaction Guarantee?

It covers every piece of ESAB welding equipment, every filler metal, every gas apparatus, and every hand plasma machine – every product that ESAB sells in the U.S., Canada and Mexico, excluding the following: mechanized cutting machines; scarfing machines; automation equipment; spare parts; consumables; special orders; minimum run products; and freight damage.

100% satisfaction is always just a toll-free call away.

What happens if your ESAB product doesn't perform to your expectations? What if you're unsure about how to get the most from your products or how an ESAB product should work? Put the ESAB 100% Satisfaction Guarantee to work by calling our Customer Satisfaction Team at 1-800-ESAB-123, Press 5. Your representative will find the best solution for your question or problem, guaranteed, and make sure that you are 100% satisfied with the result. Count on ESAB to do whatever it takes to make it right for you – from helping you understand a process to helping you with a return, replacement or refund!

It's one more reason to choose ESAB.

ESAB already offers you the competitive prices you expect; the durable, high quality equipment you need; and the tech support you rely on. The new ESAB 100% Satisfaction Guarantee gives you extra

purchase protection not available from other manufacturers – and provides one more smart reason to buy ESAB products.

The added purchase protection and peace of mind you deserve.

Although the ESAB product you purchase comes with one of the most comprehensive warranty programs in the industry, the 100% Satisfaction Guarantee goes further by providing you with an extra measure of purchase protection. In the rare instance of a product defect, the product warranty will cover any repair or replacement necessary. Now, you'll also have the ESAB Customer Satisfaction Team standing by to help with any other issues or problems that might arise. Our new 100% Satisfaction Guarantee is an extra benefit you receive, in addition to the product warranty.

How to take advantage of the 100% Satisfaction Guarantee.

1. Purchase any ESAB welding equipment, filler metal, gas apparatus or hand plasma machine from your favorite authorized ESAB distributor. (Visit www.esabna.com for a complete list of distributors in your area using the distributor locator.)
2. Fill out and return the warranty card that comes with your ESAB equipment. You can also register your equipment and/or filler metals at www.esabna.com – just click on the 100% Satisfaction Guarantee button on our home page, fill out the product information form to register

both the warranty and the 100% Satisfaction Guarantee, and press "Submit." This will *automatically* register and qualify your product for the 100% Satisfaction Guarantee. Mail the warranty card to:

ESAB Welding & Cutting Products
ATTENTION: Customer Satisfaction Team
411 S. Ebenezer Road
Florence, SC 29501-0545

So that we can easily identify you and what you purchased, be sure to include the product name and model on equipment purchases and material type and lot number on filler metals; your name and address; and the distributor name and location where you purchased each product.

3. Relax and enjoy using your new ESAB products. We'd love to hear about how much you like these products too! Call the ESAB Customer Satisfaction Team at 1-800-ESAB-123, Press 5, Monday–Friday, 8:00 a.m. to 5:00 p.m. (Eastern standard time). In return for your positive feedback, we'll send you a special gift.

If you experience a problem with your new ESAB product or find you're not getting the results you expected, contact our Customer Satisfaction Team at 1-800-ESAB-123, Press 5, Monday–Friday, 8:00 a.m. to 5:00 p.m. (Eastern standard time), or email us at Satisfaction@esab.com. We're ready to help you work out whatever solution best meets your needs. After business hours, leave a voice mail message or email us and we'll get back to you the next business day.

It's a great way to begin another century of innovation.

For 100 years, we've been dedicated to providing solutions to our customers' welding and cutting needs, from first-time users to experienced professionals. Thanks to the support of customers like you, we're celebrating 100 years of success and innovation – and we look forward to another 100 years of providing welding and cutting solutions.

Learn more about ESAB's "Century of Innovation" at www.esabna.com, and discover the many ways that ESAB is truly *your partner in welding and cutting*. For complete details on the terms and conditions of the ESAB 100% Satisfaction Guarantee, visit www.esabna.com/100satisfactionguarantee.



Products purchased by you from a participating ESAB distributor that qualify for the 100% Satisfaction Guarantee are subject to Additional Terms and Conditions of the 100% Satisfaction Guarantee set forth at www.esabna.com/100satisfactionguarantee.