



The Lincoln Electric Company
22801 St. Clair Avenue
Cleveland, Ohio 44117-1199

LASF Contract Attachment

Last revision: August, 2011

LINCOLN AUTHORIZED SERVICE FACILITY (LASF) SERVICE

CODE TERMS & CONDITIONS

POLICY:

1. The Lincoln Authorized Service Facility (LASF) agrees to service all Lincoln welding equipment, even if the equipment was not sold by the contracted LASF (if the LASF is a Lincoln Distributor). This includes Lincoln equipment sold by retailers.
2. The LASF will "turn around" Lincoln warranty repairs as soon as possible. If the repairs are delayed for a period that will exceed one week, the customer is to be notified and the reason for delay should be explained to the customer. The LASF should always give the customer an estimated completion date for welder repairs when the machine is first received for repairs. This especially applies to engine welder repairs.
3. The LASF will assist Lincoln to develop procedures for improving quality and reducing the cost of repairing Lincoln's products and will use and cooperate in the development of flat rates for various repair operations on welding machines.
4. The LASF will cooperate with Lincoln in factory field repair and/or recall programs.
5. The LASF will notify the Lincoln Service Department of any changes to the contracted location address, company email address or names of contact persons for the Lincoln Electric mailing list.
6. The Lincoln Electric Company LASF contracts are authorized by specific LASF location. Any associated locations, unless specifically authorized by a Lincoln LASF contract, will not be authorized to do service on Lincoln equipment,
7. The LASF must either be an independent (non-distributor) service facility or a Lincoln Electric Distributor. A competitive distributor will not be allowed to be an LASF unless they are also a Lincoln Electric Distributor.
8. The LASF location will display a Lincoln approved sign or signs showing that they are a Lincoln Authorized Service Facility. Lincoln will sell or supply such signs to the LASF. The LASF will also agree to advertise in the local phone book and/or the Internet.

REPLACEMENT PARTS:

1. Lincoln will sell the LASF welder replacement parts at discounts as set forth in the current LASF Discount Page in Lincoln Price Book. These prices and discounts are subject to be changed by Lincoln

from time to time.

2. The LASF will buy from Lincoln, for sale and use, only genuine Lincoln welder replacement parts for the service or repair of Lincoln equipment and will conform to the general Lincoln Service policies covering such material.
3. Lincoln does not require a minimum parts inventory but facilities are encouraged to keep a stock of parts "on hand" for machines sold in their service area.
4. The LASF will follow the parts warranty and parts return policies listed in the Lincoln Price Book.

LASF FACILITIES & EQUIPMENT:

1. The LASF will maintain adequate facilities for repairing Lincoln's products. The LASF will maintain equipment for the electrical testing of arc welding and plasma cutting machines. The LASF is required to have the following equipment at each service location:
 - Load bank (a variable resistance grid capable of a 750 amp load).
 - Oscilloscope with dual trace capability.
 - Multimeter.
 - Computer - a reliable windows-based system that is readily available to the technician to access information on the Service Navigator CD-ROM and Lincoln Electric's website. Connections to the Internet and Email capability are also required.
2. The LASF will have such equipment for engine repair as is warranted by demand and will service the entire engine line of Lincoln engine-driven welding machines even though to perform such service it may be necessary to utilize a local engine repair shop or another Lincoln Authorized Service Facility (LASF) for major engine repairs. In all cases, the repaired engine welder must be returned and tested by the LASF before it is returned to the customer. The LASF will submit a Lincoln Electric warranty report to summarize the details of the initial inspection, engine repair, and final test inspection. If the LASF is not capable of repairing engines, the LASF will make arrangements with a local engine repair shop to service the engine portion of the welding machine. The LASF will supply the Lincoln Electric Service Department with the name(s) of the engine repair shop(s) that have agreed to service engines for the LASF. The engine repair shop(s) must be authorized to perform warranty work for engine manufacturers utilized by Lincoln.

EDUCATIONAL REQUIREMENTS:

1. INITIAL EDUCATION: The LASF will send at least one technician to the Lincoln Electric Standard and Advanced Product Training Courses in Cleveland, Ohio before this agreement is approved.
2. CONTINUING EDUCATION: The LASF agrees to assure that at least one technician, who has completed the Lincoln Electric Standard and the Advanced Courses, will attend a Products Update training program every two years after completing the initial educational requirements. The Product Update courses will be held at various locations across the United States and Canada. The technician that has completed the Standard and Advanced Product courses can also elect to take the on-line Products Update course every other time they are due in (i.e. once every 4 years).
3. The LASF agrees that at least one technician with the initial educational requirements (Item #1 above) will remain in employment at the contracted LASF location at all times to properly service Lincoln's products.
4. The LASF will inform the Lincoln Electric Service Department when no Lincoln factory trained technicians are employed or actively involved in welder repairs at the contracted location. At this time

arrangements will be made immediately for a new technician to fulfill the initial educational requirements. (As stated in Item #1).

WARRANTY REPAIRS:

1. The technician who has received the required Lincoln training will be responsible for signing all Lincoln warranty reports. More than one technician can be authorized from each location. (See details in Education Requirements section of this document.)
2. Only genuine Lincoln Replacements Parts are to be used for any warranty repair.
3. It is the LASF responsibility to inspect the serial number of the customer's machine to assure that the failed machine is within the applicable warranty period and to fully understand which machines and components are covered under the various Lincoln warranty periods. Lincoln will furnish the serial number data to the LASF from time to time to direct the efforts of the LASF. If the serial number indicates that the manufacturing date puts the machine out of the warranty period, the customer must provide a purchase receipt to prove that the machine is under warranty. The factory warranty pertains only to the original end-user (owner).
4. When a failure occurs on a Lincoln machine within the specified machine warranty period, the LASF may make repairs if the LASF can determine that the failure is due to Lincoln's original factory materials or workmanship. The LASF shall submit a warranty report to Lincoln on behalf of the customer. Lincoln will make the final warranty decision and determine the reason for failure. If the failure is attributed to customer abuse, equipment misapplication, dirt, moisture, incorrect supply line voltage, overvoltage or incorrect supply line connections, Lincoln can, in its discretion, deny the claim and the customer may be charged for repair work. Warranties must be submitted within 90 days of the repair date or they will not be accepted.
5. Lincoln Authorized Repair Times (LART) will be provided by Lincoln Electric. Warranty repairs that will **exceed the LART must be approved by the Lincoln Service Department Warranty Representative responsible for the product.** The Lincoln Service Department Warranty Representative will give pre-approval for the total trouble-shooting and repair time allowed for the subject warranty repair. Warranty repairs that exceed the LART and made without Lincoln approval will be subject to adjustment or rejection by the Lincoln Electric Service Department. When working with the Service Department Technical Troubleshooters in Cleveland on a difficult repair, the name of the Troubleshooter(s) is to be included on the warranty claim. If a repair time exceeds 3 hours and is not listed on the LART, a pre-approval number must be obtained from the Lincoln Electric Service Department in Cleveland, OH.
6. When working with the Service Department Technical Troubleshooters on a difficult warranty repair, the name of the Troubleshooter(s) is to be included on the warranty claim.
7. It is the customer's responsibility to deliver any machine in need of warranty repair to the LASF for evaluation. Any special considerations that may require the LASF to travel, pick-up, remove or install, deliver and/or service the machine at the customer's location must be pre-approved by the Warranty Representative (in Cleveland, Ohio).
8. All rental arrangements for a replacement machine must be pre-approved by the Lincoln Service Department if the rental charges will be submitted as part of the warranty.
9. Warranty repair labor rates will be negotiated prior to acceptance of this contract. Future LASF labor rate adjustment requests will be submitted in writing to the Lincoln Electric Assistant Service Manager in Cleveland, Ohio. A written response will be supplied to the LASF after review of this request. Labor rate increase approval is based on the following considerations:

- Up-to-date on training requirements.
 - Warranty repairs done correctly.
 - Quick turn-around time to customers.
 - Repairs made efficiently - no excessive hour claims.
 - Cost of living in facility's part of the country.
 - Invoices from Lincoln Electric paid within 30 days.
 - Quality rating of submitted warranties.
10. The LASF is required to return all defective parts with a current list price of \$200 USD or more (\$300 CND or more for shops in Canada) unless otherwise directed. This excludes all PC boards which must always be returned. The returned parts must be accompanied by a completed Lincoln Electric Warranty Report (SD-122W) in the same package as the parts. If the part is less than the required return amount, it will be noted on the warranty report and the part will be kept "on-hand" by the service facility for 20 days. See the inside of the warranty tablet for the procedure. All parts are to be returned **freight collect** using Lincoln Electric's corporate account number. See the Prescribed Carriers attachment (Service Notice #9606) for return instructions. When warranty materials are returned collect to Lincoln Electric, the Prescribed Carriers must be used. If for some reason the freight was prepaid by the service facility, Lincoln Electric will reimburse freight charges at the Prescribed Carrier rates only.
11. An authorized factory-trained technician must sign the warranty report. Send all warranty report materials to:
- Lincoln Service Dept - Attention: RGI**
22821 St. Clair
EP-4 Dock A
Cleveland, OH 44117
12. Complete welders may be returned to Cleveland, freight collect, for warranty evaluation only if prior authorization has been obtained from the Lincoln Service Department Warranty Representative.
13. Warranty repairs are to be done at no charge to the owner of the unit. The LASF, as a representative of Lincoln Electric, will only charge fair and reasonable rates for "out of warranty repairs" on Lincoln equipment.

WARRANTY SUBMITTAL INTRUCTIONS

[Machines, Accessories and Parts](#)

1. Log into the Internet and go to lincolnelectric.com. Click on **Login/register** at the top of the page. Under the section **MYLINCOLN PARTNER LOGIN**, Type in your Login name and password. Click on "**SIGN IN**" or press **ENTER**. In the middle of the screen under **PARTNER NUMBER(PAYER)**, make sure your company's name appears with US10/10. If US20/10 or US40/10 appears, click on the arrow to the right and select the line that has US10/10 in it. Click on the red "GO" box.
2. Click on the "plus sign" to the right of **Service Center** to open up the selection list.
3. Click on "**Warranty Submittal**" located on the left side of the screen under **Service Center**. If you have multiple locations that are doing service, the **PARTNER NUMBER(SOLD TO)** will be listed for each location. Click on the Partner Number of your service location that will be entering the warranty claim.

Note: *The Partner Number that you selected will be the default for the next time you login. To change the Partner Number to another location, click on **User Admin Center**, then click **Change Sold To**. Click on the Partner Number you want.*

4. If this is a warranty submittal for a machine, click on the "**MACHINE REPAIR**" button. If this is a warranty claim for an accessory or a separately purchased replacement part, click on the "**PART/ACCESSORY**" button.

Enter the following information:

- Check the address listed on the screen to make sure it is the correct address.
- Type the **reference or job number**.
- Enter the **Date Unit Checked** and **Date of Purchase**. Click on calendar to double click a date or type in dates in this format **02/02/2010**.
- Enter **Machine Owner information; Contact Name, Company, Phone No. and Email address**.
- Enter the **Customer's Report of Problem (Symptom)**, do not enter repair information here.
- If this unit failed right of the box and was never used click the "**Yes**" button next to **Out of Box Failure?**
- Enter the **Serial Number** of the machine. If the machine is an **AC-225S or AC/DC 225/125** and doesn't have a serial number **or a Century Marquette product**, check the appropriate box to make the serial number "not required".
- If there is an hour meter on the unit, enter the reading.

The screenshot shows a web form for entering warranty information. It includes several sections with callout boxes:

- Your reference or P.O. number:** A text input field with a callout: "Your own reference or job number here".
- Date of this report: (mm/dd/yyyy)**: A text input field containing "4/6/2011" with a callout: "Click the arrow or type in the date in this format: 01/01/2011".
- *Date unit checked: (mm/dd/yyyy)**: A text input field with a calendar icon and a callout: "Ask when they purchased the unit, use first of the month and year if not sure".
- Date of Purchase: (mm/dd/yyyy)**: A text input field with a calendar icon and a callout: "Ask when they purchased the unit, use first of the month and year if not sure".
- Machine Owner Information**: A section with a callout: "Enter the customer information, very important information for you and Lincoln Electric." containing fields for:
 - *Owner or Contact Name:** Text input field.
 - Company (if applicable):** Text input field.
 - *Phone No.:** Text input field.
 - Email:** Text input field.
- Customer's Report of Problem (Symptom)**: A large text area with a callout: "Describe the customer's reported problem here, what symptom did they have? Do not enter your description of repair, that will be entered later in the form." and a sub-instruction: "Please be specific regarding the nature".
- Out of Box Failure?**: Radio buttons for "Yes" and "No". A callout: "If this unit failed right out of the box without ever being used, check the 'Yes' button." points to the "Yes" option.
- Machine Data**: A section with checkboxes and input fields:
 - Check here if Lin... (partially obscured)
 - Retail Century Ma... (partially obscured)
 - *Serial #:** Text input field with a callout: "Enter the serial number of the unit here, it must start with a letter followed by 10 numbers."
 - *Code #:** Text input field with a callout: "Enter the code number of the unit here."
 - Hour Meter Reading:** Text input field with a callout: "If there is an hour meter on the unit, enter the current reading".
- CONTINUE**: A red button at the bottom right.

5. Click on **CONTINUE** to proceed to the next page.

6. If you want to order the part needed to make the warranty repair, click the button **Order Replacement Part (Red Arrow)**. If the repair has been completed and you want to enter your repair information, click the button **Parts and**

Labor (Green Arrow).

email: eBiz_NoReplies@LincolnElectric.com
Your reference or P.O. number: 123456
Date of this report: (mm/dd/yyyy) 5/27/2011
Date unit checked: (mm/dd/yyyy) 5/4/2011
Date of Purchase: (mm/dd/yyyy) 6/8/2010

Machine Owner Information

Owner or Contact Name: John Smith Company (if applicable): ABC Welding
Phone No.: 569-245-9591 Email: john@abcwelding.com

Machine Data

Serial #: U1110112345 Code #: 11530
Product #: K2410-3 Description: VANTAGE 400 (PERKINS 404D-22)
Hour Meter Reading: 0.00

If serial number is incorrect, [Click here](#)

Type of Submittal

Select 'Order Replacement Part' to order parts for your warranty repair now.

Order Replacement Part To order parts required for repair at no-charge; finish claim at a later date.

Select the appropriate button below if the claim is ready to be finished.

Parts and Labor Credit for parts that you purchased and labor.

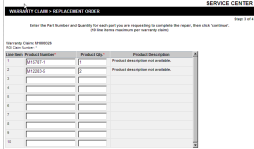
Information Only To submit claim with no labor or parts.

CONTINUE

7. Click on CONTINUE

8. Type in the part numbers that you need top order, the product description may not be available but it will not block the order. Click on CONTINUE when you are finished entering the part numbers. On some screens CONTINUE may

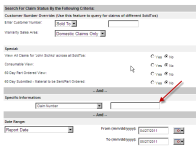
be located to the extreme right of the screen, use the bottom horizontal bar to move to the right.



9. Click on CONTINUE again to accept the order and click on CONFIRM to submit.

Completing a Warranty Claim:

Once you have completed your repair, click on Service Center and the Warranty Status, type in your claim number and click on Continue.



Click on "Finish" to open up the claim to add your repair information. Enter your repair time taken from the Lincoln Authorized Repair Time charts located in the Service Navigator. Continue to add the required repair information.

Repaired By
Your Name:*

Welding / Cutting Problem or Attach a File to Claim
If this machine has exhibited welding problems such as poor arc chara additional welding process paramater. If you would like to upload a file [Click here](#) to add attachments.

Parts List

Qty.*	Part No.*	Description	Condition	Previously Ordered	No
1	M15787-1	FAN MOTOR	<input type="text" value="Failed"/>		
2	M12283-5	SCR	<input type="text" value="Failed"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADD/EDIT PARTS **DELETE**

If the warranty was submitted for an accessory or a replacement part, please look on the box for the 6 digit date code and enter it here:

Special Instructions

CONTINUE

Enter the technician's name that did the repair. Only technicians that have attended Lincoln Electric service training are allowed to do warranty repairs for Lincoln products.

If any parts were purchased by your shop to make this repair, they can be entered here to get credit for them.

If the warranty was submitted for an accessory or a replacement part, please look on the box for the 6 digit date code and enter it here.

Any special instructions to the Lincoln Electric Service Department will go here.

Click on **CONTINUE** and the claim is now submitted.

If the part is a PC board or over \$200 (\$300 Canadian) or the Return Column on the warranty form indicates "Yes", return the part to the following address:

Lincoln Service Dept - Attention: RGI
22821 St. Clair
EP-4 Dock A
Cleveland, OH 44117

If the package weight is 1 to 149 lbs, ship the material UPS collect and use the account number 88X448.

For items weighing over 149 lbs, use the Lincoln authorized carrier listed on myLincolnelectric.com. Click on Service Center, Shipping Instructions.

LINCOLN'S WARRANTY RATING SYSTEM

To continue Lincoln Electric's effort to improve the quality of our products, we are implementing a quality review and grading system for each warranty submittal. The warranty claim contains valuable engineering information when it is complete and filled out correctly. The information on the warranty claims will be scored one point for each category as follows:

- 1. Customer's Reported Problem** - "Not working", "Broke", "Will not weld" are **not** acceptable. **Describe the problem(s) in detail, such as "Will not weld in the stick mode", "Machine runs but has no output", "Machine powers up, fan running, will not feed wire", etc.**
- 2. Description of Repair** - "Changed PC Board" or "Replaced defective part" will **not** be acceptable. A detailed description of the troubleshooting procedure and final repair will be required. **Example: "Checked input/output, troubleshoot, isolated problem to control board, checked all Molex connectors for good connections, all making good contact, changed G4704-2E1 Control PCB, solved problem, tested OK".**
- 3. Repaired Correctly** - Was the machine returned to the customer completely repaired?
- 4. Labor hours** - The labor hours submitted on the claim must be within the Lincoln Authorized Repair Time (LART). A pre-approval number is required for any additional time.
- 5. Over 60 day** - Claims must be completed and parts returned within 60 days.
- 6. Up-to-date on training** - The warranty submittal must be with 2.5 years of your last training date.

To help us collect feedback from the owner of the Lincoln machine, the email address field is required on every warranty claim.

Your overall shop score will be used to evaluate labor rates and future contractual agreements.

WARRANTY REIMBURSEMENT:

1. When the defective parts and/or warranty report are received in Cleveland, Lincoln Electric's Returned Goods Inspectors (RGI) will evaluate the part that caused the failure. If the RGI agrees with the claim the LASF will be paid (credited) for the following items:
 - Current net price for the parts used to make the repair.
 - Labor hours paid at the contracted rate.
 - Reimbursement for prepaid freight cost at the prescribed carrier rate. Please note: All returns should be sent "collect", see Service Notice 9606 for procedure.

Note: Lincoln Electric is not to be invoiced for allowance charge or tax on labor or parts. Lincoln Electric is tax exempt.

2. Lincoln may also elect, from time to time, to provide additional incentives to promote specific LASF activities.