

Subject: Distributor Expectations - Welding

Date: 03/29/23

Region: U.S. and Canada

Summary:

Welding - while not an everyday need, it is not uncommon. This subject has been brought up by many of our Distributor partners, but HP hasn't provided a consistent message to address this subject.

There is nothing in the Distributor Agreement that expressly states that our Distributors must be able to weld or contract welding services. Having said this, the Distributor Agreement states, "Distributor is appointed as an exclusive "Authorized Service Provider" to perform authorized service, including warranty service, within the Territory on Products."

If welding is a required part of successful service (and the Distributor wants to be an authorized service provider), then the Distributor needs to perform the service as HP requires, which in this case means the service provider needs to be able to weld.

As such, our Distributors should either be able to weld or, in most cases, find a local welder. We understand that most Distributors will opt to sub this work to a certified welder. This is well within your rights as a Distributor, and HP believes that with your knowledge of your collective territories, you would be more successful at finding a quality local source that aligns with your corporate values. If the Distributor refuses, the Distributor needs to understand that they are refusing to perform HP service on that unit and HP will have no option but to contact another local service company.

For those that are entertaining the idea of providing this welding service themselves, we have some options based on feedback from a welding engineer at HP. When considering portability, the [SureShotII](#) is a great option. The [Eagle model](#) also comes highly recommended. This is similarly sized but does not have the pelican case. The manufacturer indicated that they've had customers hook these up to generators to use them in the field.

Questions:

For further information, please contact Technical Services using one of the following options:

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