New Pro-pack 1 ordered questions???

Posted by JoseFuste - 27 Jan 2013 09:49

While waiting for my order to arrive, I have the following questions;

1.Do the Pro-pack I came with the ball joint system installed or that only applies to the Pro-pack II?

2.If the answer is no, can the ball joint kit be installed as an upgrade on the Pro-pack I?

Something else, what is the warranty on this system? I was looking all over the site and found nothing, even email the info@wickededgeusa.com and haven't got any response yet.

Thanks....Jose

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Re: New Pro-pack 1 ordered questions???

Posted by cbwx34 - 27 Jan 2013 09:53

The ball joints are an upgrade... they don't come with the Pro Pack I, but can be installed as an upgrade.

I'm not sure what the official warranty is... but I doubt you'll have an issue that won't be solved to your satisfaction.

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Re: New Pro-pack 1 ordered questions???

Posted by BrentlyWhite - 27 Jan 2013 09:54

The PP1 does not come with the ball joints. I believe the ball joint arms can be added. Good question on the warranty. I can't say that I have seen any thing stating a warranty.

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Re: New Pro-pack 1 ordered questions???

Posted by blacksheep25 - 27 Jan 2013 13:24

JoseFuste wrote:

Something else, what is the warranty on this system? I was looking all over the site and found nothing, even email the info@wickededgeusa.com and haven't got any response yet.

From the instruction booklet, page 20:

"Wicked Edge offers a Limited Lifetime Warranty to the purchaser of the knife sharpener, for defects in materials and workmanship."

I searched around the WE site as well as the Internet, and also found this:

"The Wicked Edge comes with a lifetime warranty that covers defects in all parts and workmanship."

www.bestsharpeningstones.com/catalog/wicked-edge-sharpener.htm

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Re: New Pro-pack 1 ordered questions???

Posted by PhilipPasteur - 27 Jan 2013 14:58

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Jose,

Every time I have seen anyone report any problems with their WEPS, they have fixed it.

I screwed up when I got my ball joint arms upgrade... the angle brackets did not slide easily on the base bar, so I filed them internally. This was the wrong thing to do, because it was the base bar not the bracket that was causing the problem. I talked to Clay and they sent me a new base bar and new brackets. No questions asked.

I feel confident in saying that their limited lifetime warranty will be honored.

Yes you can add the ball joint arms if you want to at a later time, as related above. I did.

Phil

JoseFuste wrote:

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Thanks....Jose

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Re: New Pro-pack 1 ordered questions???

Posted by JoseFuste - 27 Jan 2013 17:22

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That is good to hear. I really don't expect to have any issues, at this point they have already corrected all the posible flaws.

Thanks Phil...

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Re: New Pro-pack 1 ordered questions???

Posted by wickededge - 04 Feb 2013 18:14

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I guess we lost our warranty page when we changed over to the new site last year and no one had brought it up until now. I'll get it added back ASAP. There is a lifetime warranty on the sharpener - if there is defect or parts failure due to materials or workmanship, we'll fix it or replace it. Additionally, we do our very best to keep everyone completely satisfied, so a call or email will get things taken care of pretty quickly. We're not big like Amazon, so our response time can lag sometimes, be we're adding more staff to make that even faster.

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Re: New Pro-pack 1 ordered questions???

Posted by JoseFuste - 04 Feb 2013 20:52

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Thanks Clay, I have no doubt on it after reading a lot of positive feedback from the forum members and now from your side.

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