

# Warranty Policy

## No -Fault Warranty

Motors with frame sizes 215T and smaller are covered under a “No-Fault” warranty. This warranty claim is offered one time, per end-user, per application. If there is more than one failure, please contact the Service Department for review. The following must be sent to the WEG Service Department to process a “No-Fault” warranty claim.

- Original nameplate from the failed motor (or, for a Shark-line motor, its terminal box cover)
- Copy of the original WEG invoice or invoice # for the failed motor
- Brief description of the failure for quality control purposes
- Please send request no later than 30 days after failure.

## Warranty on Larger Motors

WEG Electric requires that motors larger than 215T frame be inspected by a WEG Authorized Service Center, or if none is available, an EASA-affiliated service shop. Depending on the inspection results, WEG will decide whether to cover the motor under warranty. Prior to a decision being made on a claim for warranty, the following are required from the service shop and customer.

- Completed EASA inspection report
- Repair Quote
- Copy of the original WEG Invoice or WEG Invoice Number
- For Frame 215T and above, photos of the failure in JPEG format suitable for e-mailing

The inclusion of photos allows WEG to properly evaluate the details of your claim, as well as to ensure that any data sent to our factory Quality Control engineers are fully understood. The warranty claim will be evaluated after receipt of the above items. Upon review of the claim, the WEG Service Department will make contact and advise how to proceed. The service shop should not remove the nameplate nor make repairs without being requested to do so by a WEG Service Department representative.

**NOTE:** For all Ingersoll-Rand motors, please contact the WEG Service Department prior to any inspection.

## Communication

Correspondence with the WEG Service Department may be via e-mail, fax or regular mail. Please keep a photocopy of all nameplates for your records.

## Limited Warranty:

WEG Electric Corp. is proud of all of our product lines. WEG and its employees are committed to our customers and users to provide the best designed and manufactured motors, drives and controls. WEG provides a limited warranty on our products against defects in materials and workmanship for a specific period from the date of purchase. If a motor’s date code is within its stated warranty period (18 month, 36 month, etc.), no proof of purchase is required. Otherwise, a copy of the invoice is necessary to show the date of purchase.

### Warranty Period:

- The standard warranty for WEG products is 18 months from the invoice date.
- For General Purpose TEFC and ODP Premium Efficiency motors the warranty is 36 months from the invoice date.
- For IEEE 841 motors, the warranty is 60 months from the invoice date.

## Authorized Service Centers:

WEG has service centers around the world to meet the needs of our customers. Information regarding the nearest service center can be found on our web site at [www.weg.net/us](http://www.weg.net/us) or by calling 1-800-ASK-4WEG (1-800-275-4934). Any warranty repair by a service shop must be pre-approved by WEG.

## Warranty Service:

If a WEG product requires warranty service due to defective materials or workmanship, WEG will, at its option, either repair or replace the defective product. By “replace”, WEG means the original purchaser’s account will be credited for the cost on the WEG invoice (less freight). If warranty is granted, and replacement is specified, the motor’s nameplate must be sent to the Service Dept. Warranty is applied to products that have been, at all times, properly maintained and operated or used under normal operating conditions for which the product was designed. WEG is not responsible for any expenses incurred in installation, removal from service, transportation (freight) or consequential expenses.

### Limitation of Warranty:

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OF QUALITY AND PERFORMANCE, WRITTEN, ORAL OR IMPLIED, AND ALL OTHER WARRANTIES INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ARISING FROM COURSE OF DEALING OR USAGE OF TRADE ARE HEREBY DISCLAIMED BY WEG. THE FOREGOING OBLIGATION TO REPAIR OR REPLACE WEG PRODUCTS OR PARTS SHALL BE THE SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER, ITS CUSTOMERS, OR USERS OF THE PRODUCTS OR PARTS.

## Proper Storage of Motors:

When motors are not immediately installed, they should be stored in their normal upright position in a dry even temperature location, free of dust, gases and corrosive atmosphere. Inactive motors tend to expel grease from between the bearing surfaces, thereby removing the protective film that impedes metal-to-metal contact. At least once per month shafts should be rotated in accordance with WEG’s installation and maintenance manual. Motors stored for a period exceeding one year should have the bearings re-lubricated in accordance with the WEG motor installation and maintenance manual.

## RETURN POLICY

WEG products that are purchased from our stocking warehouses must be returned within 90 days, freight to be paid by customer. Returned products must be unused, and in undamaged original packaging. If products are ordered incorrectly by the customer and need to be returned to stock, then a 20% re-stocking charge will be applied. If an order of equal or greater amount is placed at the time of the return, then the fee will be reduced to 10%. If the returned products are deemed not to be in unused, undamaged condition, or in original packaging, then additional fees will be applied (up to and including full price of item). Returns on any modified products will not be allowed. Any products that are ordered as specials (with features that would not allow them to be stocked items) cannot be returned.

---

## Contact WEG Service:

Toll -Free: 1-800-839-2529

E-Mail: [warranty@weg.net](mailto:warranty@weg.net)