

## WEG WARRANTY POLICY

### 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 W21 NEMA 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.
- Custom motors are warranted for 24 months from the date code, unless otherwise agreed.

### No Fault Warranty

WEG offers a "No Fault Warranty" on Shark line motors and all motors up to and including 215-frame size motors. "No Fault Warranty" is offered one time, per end user, per application. "No Fault Warranty" claims will require the nameplate off the motor, brief description of failure and a copy of the WEG invoice. (For Shark motor claims, include the terminal box cover, a brief description of the failure and a copy of the WEG invoice). If there is more than one failure, please contact the Warranty Department for review. No EASA report is required for "No Fault Warranty Claims".

### Standard Warranty Procedures

For motors above 215-frame size the following procedure applies. Correspondence may be provided via e-mail, fax, or regular mail. Motor is to be inspected by a WEG Authorized Service Center, or if none available, an EASA-affiliated service shop. For motors above 50 HP, pictures are required. Provide a copy of the original WEG sales invoice. If a warranty is granted, the motor nameplate will need to be removed from the motor and mailed to WEG Warranty Department.

### 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.wegelectric.com](http://www.wegelectric.com) 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. Warranty is applied to products that have been, at all times, properly maintained and operated or used under the 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 place, 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 installation and maintenance manual. Motors stored for a period exceeding one year should have the bearings re-lubricated in accordance with WEG motor installation and maintenance manual.

### Contact WEG Warranty

Toll Free: 800-839-2529    Email: [warranty@weg.net](mailto:warranty@weg.net)