



# WARRANTY & RETURNS FORM

Customer:	<input type="text"/>	Product #:	<input type="text"/>
Address/Branch:	<input type="text"/>	Date Code/Serial #:	<input type="text"/>
Contact Name:	<input type="text"/>	RMA #:	<input type="text"/>
Fax #:	<input type="text"/>	Date Purchased:	<input type="text"/>
Quantity:	<input type="text"/>	Unit Cost:	<input type="text"/>
P.O. / Invoice:	<input type="text"/>	Date Failed:	<input type="text"/>

Customers must supply the original Purchase Order or Universal Electric Motors invoice number for all returns and warranty claims.

## RETURN POLICY

If for whatever reason, a motor needs to be returned, the freight must be prepaid. You must also request an RMA number before the motors are returned. The return must be requested within fourteen (14) days of the original shipment date. New motors in original, clean and unmarked packaging will have a 25% restocking fee applied to the credit (cost of the motor only).

## WARRANTY POLICY

Motors purchased at Universal Electric Motors are warranted to be free of defects in workmanship and materials for a period of 12 months from the date of installation or 24 months from the date of manufacture, whichever comes first. This warranty is limited and shall be in lieu of any other warranties, expressed or implied, including but not limited to, any implied warranty or merchantability or fitness for a particular purpose. There are no other warranties that extend beyond the description of the face hereof. The liability of the Company arising out of its supply of said products, or their use, shall not in any case exceed the cost of correcting defects in the products as above set forth. The company cannot assume responsibility or accept invoices for unauthorized repairs to its components, even though the motors may be defective.

**Conditions of Warranty:** The warranty shall be void and of no effect if the following are performed & found on the motor: (1) The motor has been subjected to improper installation, storage or handling; as well as, any abuse unsuitable for the motor; (2) The motor was subjected to an unauthorized repair; (3) The motor was subject to any water damage; (4) The motor was engaged above its rated load; (5) The motor lacked reasonable & necessary maintenance; (6) Improper packaging for return. Universal Electric Motors does not cover the cost of installation, removal or re-testing of the new or repaired products. Universal Electric Motors will not be liable for any costs or damage incurred by its customers in the removal or replacement of defective products from units in which the products have been assembled.

Please click or fill in one or more boxes that are responsible for failure.

### STATOR

- Shorted
- Open Winding
- Grounded
- Leads Marked or Connected Wrong

### ROTOR OR ARMATURE

- Fan Broken or Loose
- Broken Shaft
- Open
- Commutator
- Out of Balance
- Rotor Rubs Stator
- Brushes

### SWITCH

- Out of Adjustment
- Damaged
- Contacts Burned or Dirty
- Relay

### TERMINAL BOARD

- Contacts Burned
- Terminals Burned
- Terminals Loose

### THERMAL PROTECTOR

- Cycling or Premature Trip
- Non-Resetting
- Will Not Trip
- Grounded Thermal Protector

### BEARINGS & LUBRICANT

- Leaking Oil
- Wicking Dry
- Wicking Missing
- Bearing Worn or Loose in Housing
- Bearing Loose on Shaft
- Bearing Tight
- Bearing Rough
- Noisy

### CAPACITOR

- Shorted
- Open

### AMPS

- High Amps
- Low Amps

### ASSEMBLY

- Assembled Incorrectly
- Nameplate Incorrect
- Wrong Motor in Carton
- Mis-aligned Holes
- Magnets Broken or Loose
- Broken Housing or Bracket
- Distorted Housing or Bracket
- Damaged
- Base or Mounting Part

### MISCELLANEOUS

- Wrong Motor Ordered
- Order Entry Error
- Shipping Error
- Magnetic Noise
- Mechanical Noise