

## **AbsolutAire, Inc.**

### **Motor Warranty & Return Procedure**

#### Applies To:

All Baldor, TECO, Marathon, WEG and WWE Motors including 25 HP (284T frame) and larger motors.

#### **Warranty Replacement:**

1. A defective motor listed above must be returned to either AbsolutAire, or an Authorized Motor Service Center (EISA Shop).
2. The customer can have the motor repaired, scrapped, or replaced.
3. The customer is responsible to make sure the Motor Service Center inspection report is sent to AbsolutAire Inc. This can be done via fax @ 269-382-5291 or email to customerservice@absolutaire.com. This inspection report must include our H&V unit serial number or the original AbsolutAire invoice number.
4. AbsolutAire will review the EISA Shop report, and a determination will be made whether or not a warranty credit will be issued.
5. If for any reason the local EISA Shop cannot replace the motor in a timely manner, AbsolutAire will ship a new replacement motor to the customer as soon as possible.
6. Replacement motors are shipped via ground, freight prepaid. If expedited delivery is required, the freight cost difference will be chargeable to the customer, even if the motor is found warrantable.
7. The defective motor must be returned via prepaid ground freight.
8. If the motor is determined to be “not warrantable”, the customer who ordered the replacement motor pays for the outgoing freight as well as the replacement motor.