

# MOTOR CONTROLS WARRANTY POLICY & PROCEDURES

North American Electric, Inc. warrants to that all products will conform to final specifications and/or drawings and will be free from defects in materials and workmanship. Special build panels will require the final specifications and drawings to be approved in writing by the Buyer before being released for production. The warranty shall remain in effect for a period specified for each product line (24, 36 or 60 months) from the date of the invoice. See warranty period for each product line below:

## CHASSIS

### Soft Start Chassis:

Siemens Soft Starter Chassis.....24 months from date of invoice  
 – 3RW30 Series, 3RW40 Series, 3RW44 Series

### Variable Frequency Drive Chassis:

LSis VFD Chassis.....24 months from date of invoice  
 – C100 Series, S100 Series, S100-4X Series, H100 Series, iS7 Series

Siemens VFD Chassis.....24 months from date of invoice  
 – V20 Series, G120 Series, G120X Series, G130 Series

## ENCLOSED PANEL PACKAGES

### Safety Switches, ATLS and PWS Panels:

Heavy Duty Safety Switches .....24 months from date of invoice  
 Heavy Duty Safety Switches with “**Lightning & Surge**” Protection .....36 months from date of invoice

Across the Line Starter Panels .....24 months from date of invoice

Part Wind Starter Panels .....24 months from date of invoice

### Reduced Voltage Soft Starter Panels:

General Purpose & Washdown Duty Soft Starters.....24 months from date of invoice  
 – Normal Duty and Heavy Duty

SAF Crusher/Ultra Heavy Duty Soft Starters.....60 months from date of invoice  
 (SAF Opal Pro M6 Series; Warranty Includes SCRs)

SAF Ultra Heavy Duty Soft Starters .....60 months from date of invoice  
 (SAF Opal Pro M6 Series; Warranty Includes SCRs)

### Variable Frequency Drive Panels:

General Purpose & Washdown Duty – Non-Combo & Economy Panel Pkg.....24 months from date of invoice  
 – Variable Torque and Constant Torque

General Purpose & Washdown Duty – Standard Panel Packages .....24 months from date of invoice  
 – Variable Torque and Constant Torque

General Purpose – Integrator Packages .....24 months from date of invoice  
 – Variable Torque and Constant Torque

Special Purpose – Irrigation Pump Panel Packages .....36 months from date of invoice  
 with “**Lightning & Surge**” Protection  
 INCLUDING “No Hassle” Chassis Exchange Program

Special Purpose – Positive Displacement Pump Panel Packages.....36 months from date of invoice  
 Standard, Advanced and Deluxe Panel Packages  
 with “**Lightning & Surge**” Protection  
 INCLUDING “No Hassle” Chassis Exchange Program

Special Purpose – Beam Pump Panel Package .....36 months from date of invoice  
 with “**Lightning & Surge**” Protection  
 INCLUDING “No Hassle” Chassis Exchange Program

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Special Purpose – Custom / Build To Order Panel Package .....36 months from date of invoice  
(Customer must review, approve and sign drawings prior to panel being released for production)

Parts replaced or repaired in the warranty period shall carry the full warranty; the balance of the equipment will carry the unexpired portion of the original warranty. The liability of the Seller hereunder is limited to replacing or repairing any part or parts which are defective or do not conform to such specifications and drawings provided that such part or parts are returned within ninety (90) days from the date such defect is discovered. The Seller shall have the sole right to determine if the parts are to be repaired at the job site or whether they are to be returned to the Seller’s facility for repair or replacement.

If the Seller has determined warranty part or parts are to be repaired at the job site, a purchase order must be issued for traveling and living expenses. All items returned to Seller for repair or replacement must be accompanied by an RMA number with all the necessary information required by the Seller. Shipping charges for incoming part or parts to be repaired or replaced will be at the Buyer’s expense. The above conditions must be met if warranty is to be valid. Seller will not be liable for any damage done by unauthorized repair work, unauthorized replacement parts, from any misapplication of the product, or for damage due to accident, abuse, or act of God.

Seller makes no warranties, express or implied including any warranty as to merchantability or fitness for a particular use. Seller is not liable for and Purchaser waives any right of action it has or may have against seller for any consequential or special damages arising out of any breach of warranty, and for any damages Purchaser may claim for damage to any property or injury or death to any person arising out of its purchase or the use, operation or maintenance of the product. Seller will not be liable for any labor subcontracted or performed by Purchaser for preparation of warranted item for return to Seller’s facility or for preparation work for field repair or replacement. Invoicing of Seller for labor either performed or subcontracted by Purchaser will not be considered as a liability by the Seller.

North American Electric’s liability under this warranty or any other warranty whether expressed or implied in law or fact shall be limited to the repair or replacement of defective material and workmanship, and in no event shall North American Electric, Inc. be liable for consequential or indirect damages, including freight.

## “LIGHTNING & SURGE” PROTECTION

NAE’s Heavy Duty Safety Switches and VFD Special Purpose Panel Packages include this protection as a standard feature, but it may also be purchased separately. All panel packages which receive this protection will include line side lightning, surge and severe overvoltage protection, and will comprise of one (1) additional year of warranty coverage on the entire panel. In addition, all **Soft Starter & VFD panel packages** which receive this protection will include load side single phasing, phase reversal and voltage unbalance protection, and are eligible for NAE’s “No Hassle” Chassis Exchange Program.

**NOTE: This protection is not designed to withstand nor does it cover load side (downstream) lightning strikes or direct lightning strikes to the motor control panel. The panel must be properly grounded.**

## ELECTRIC MOTOR CONTROLS WARRANTY PROCEDURE

**Step 1:** Have the motor control inspected by an authorized service shop to determine if the problem is a result of defects in materials and/or workmanship. If the problem is a result of defects in materials and/or workmanship North American Electric, Inc. will pay a reasonable inspection fee for the inspection that will include a written warranty report that describes the cause of failure along with photographs that show, in detail, what is described in the warranty report.

**Step 2:** Contact our warranty department and be prepared to provide the following information and documentation:

1. Serial Number
2. Model Number
3. Inspection / Failure Report
4. Photographs showing the cause of failure
5. Estimated cost of repair

Visit our website at [www.naemotors.com](http://www.naemotors.com) for detailed information and instructions on the following:  
1.) Freight Damage and Claims Policy and Procedure  
2.) Return Material Authorization (RMA) Policy and Procedure

**Step 3:** Our warranty department will determine whether to replace or repair the defective product. DO NOT repair any product without prior written purchase order from North American Electric, Inc. Always be sure to take clear photographs before beginning any repair work.