

Effective: November 1, 2009

WARRANTY POLICY

All motors sold by North American Electric, Inc. are warranted to be free from defects in material and workmanship. The warranty is 24 months from the date of manufacture but no less than 18 months from date of invoice. Also, all motors installed within 24 months from date of manufacture will be warranted for no less than 12 months from the date the motor is installed.

North American Electric, Inc. shall, at its option and expense, either repair or replace any such motor or part, which is defective within the warranty period. To be covered under warranty, any motor must have at all times been operated or used under normal operating conditions for which the motor was designed.

In the event of warranty claims, North American Electric, Inc. must be notified promptly following any motor failure. The motor should be sent to a North American Electric, Inc. authorized service center to diagnose the cause of failure and the warranty procedure outlined below must be strictly followed. After this examination, a determination will be made if the failure was due to defective material and/or workmanship. If the failure was due to defective material and/or workmanship, North American Electric, Inc. will replace or repair the motor.

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.

WARRANTY PROCEDURE

In order to ensure that your claim is processed in a timely manner please follow the following steps in the event of a warranty.

STEP 1.

Have the motor inspected by a qualified service shop to determine 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:

- 1.) Serial Number
- 2.) Model Number
- 3.) EASA Report
- 4.) Photographs showing the cause of failure
- 5.) Estimated cost of repair

STEP 3.

Our warranty department will determine whether to replace or repair the defective motor. **DO NOT** repair any motor without prior written approval from North American Electric, Inc. Always be sure to take clear photographs showing the cause of motor failure before beginning any repair work.

CONTACT INFORMATION:

North American Electric, Inc., Warranty Department, Phone: (800) 884-0404 Fax: (662) 429-8546

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