

MOTOR WARRANTY POLICY & PROCEDURES

NO-FAULT WARRANTY POLICY

Motors with frame sizes 215T and smaller are covered under our “No-Fault Warranty”. The warranty period is 24 months from the date of invoice. This special limited warranty is offered one time per end-user, per application. If there is more than one failure, please follow our standard limited warranty policy and procedure and contact our warranty department for assistance. For information regarding this warranty policy you may contact our customer service department at (800) 884-0404 or visit our website at www.naemotors.com.

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

When filing a claim under our “No Fault Warranty”, you must provide the following documentation to ensure your claim is processed in a timely manner.

- Original nameplate from the failed motor
- Copy of the original North American Electric, Inc. invoice or the invoice number for the failed motor
- A brief description of the failure for quality control purposes

Note: Please make a legible photo copy of the nameplate from the failed motor for your records.

STANDARD LIMITED WARRANTY POLICY

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| <i>General Purpose Cast Iron Motors (TEFC & ODP)</i> | <i>36 months from date of invoice</i> |
| <i>General Purpose, Aluminum Motors</i> | <i>36 months from date of invoice</i> |
| <i>Rolled Steel Motors, Single Phase</i> | <i>24 months from date of invoice</i> |
| <i>Rolled Steel Motors, Three-Phase</i> | <i>36 months from date of invoice</i> |
| <i>Crusher Duty Motors</i> | <i>36 months from date of invoice</i> |
| <i>Stainless Steel Motors</i> | <i>24 months from date of invoice</i> |
| <i>Close Coupled Pump Motors</i> | <i>36 months from date of invoice</i> |
| <i>Explosion Proof Motors</i> | <i>24 months from date of invoice</i> |
| <i>Oil Well Pump Motors</i> | <i>36 months from date of invoice</i> |
| <i>Vertical Hollow Shaft Motors</i> | <i>24 months from date of invoice</i> |
| <i>Rotary Phase Converters</i> | <i>24 months from date of invoice</i> |
| <i>Shaft Mount Reducers</i> | <i>24 months from date of invoice</i> |
| <i>Motor Slide Bases</i> | <i>36 months from date of invoice</i> |

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 cause of failure. 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. **DO NOT** repair any motor without a prior written purchase order from North American Electric, Inc.

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

When filing a claim under our standard Limited Warranty Policy, please 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
6. Nameplate (photo of nameplate for stainless steel/washdown duty motors) if motor is to be replaced.

For more information about warranty policies and procedures please contact our customer service department at (800) 884-0404, visit our website at www.naemotors.com or send us an email at sales@naemotors.com.