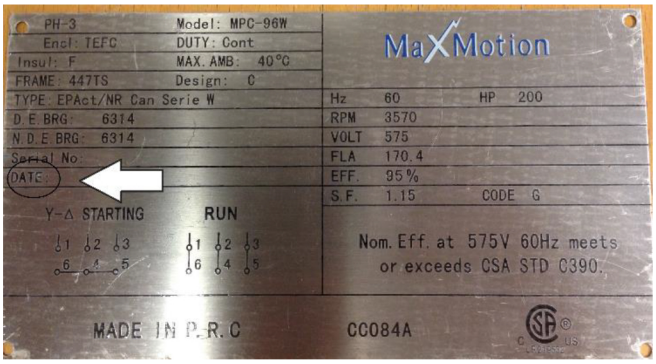
MaxMotion

Warranty Procedure

1. Confirm that the motor is covered under its warranty period. To do so, use the manufacturing code next to "Date" stamped on the nameplate. (There is an exception for MaxMotion DC motors, the manufacturing code is engraved on the end bell).
   Contact us to confirm the month and the year manufactured or consult the "MaxMotion Date Codes" on the Warranty section of our website.



2. If the motor is covered under its warranty period, send the motor to an authorized motor shop for inspection. There is an allocated inspection fee per motor frame that allows the motor shop to complete the inspection and warranty report. If the problem is confirmed to be a warranty issue, the motor shop must send a quote for the repairs (parts and labor fees) to MEP, and a decision will be rendered whether or not the motor will be replaced or repaired.

3. If the motor needs to be repaired, MEP will send a purchase order to the motor shop to cover the repair fees as per the quote. An invoice made by the motor shop needs to be send to MEP as per quote for complete refund.

4. If MEP replaces the motor, in addition to the original nameplate and the completed warranty report, pictures of the problem and the code written on the winding (see attached picture) are necessary for every claim.

5. The replacement motor will be shipped with the next delivery or can be shipped immediately at customer's charge.

*** Warranty is limited to the replacement or the repairs approved by an authorized motor shop only. In any case, the warranty does not imply the possibility of a claim for damages or compensation. The warranty offered applies to the goods sold only. Any costs incurred by removal or relocation, handling, shipping or packaging, travel expenses are not covered by our warranty.