



# REGAL BELOIT CANADA

## Warranty Guide

### Document summary

This document is designed to guide Regal Canada's customers through the company's warranty process. Please note, this document is only for units sold by Regal Beloit Canada.

### Warranty term

Regal Beloit's warranty terms can be found on our [Terms and Conditions](#). Review the document to confirm if the warranty is valid. For any enquires, please email [RegalCanadaClaims@regalbeloit.com](mailto:RegalCanadaClaims@regalbeloit.com).

### Electric Motors

#### End User Instructions:

There are two ways to get your warranty processed, and it depends on the motor frame size. The frame size is located on the motor nameplate.

- **48 FRAME & SMALLER:** ["Peel and Stick"](#) process

If the motor is within the warranty timeframe and it is a warrantable failure, peel the nameplate and submit it with the "Small Motor Warranty Claim" form on page 3 to our Hanover facility (address on form). Once it is received and the information verified, the original motor purchase price will be credited to your account.

- **56 FRAMES & LARGER:** ["Authorized Service Station"](#) process

Please take the motor to a [Regal Authorized Service center](#). The service center will process the motor only if it is within the warranty timeframe and is a warrantable failure (please refer to the [Terms and Conditions](#)). If repaired, the motor will remain your property and the service center can claim the repair fee using the "Inspection report" on page 4.

If unreparable, the Service Center will submit the motor nameplate along with the "Inspection report" to Regal Canada. Once received and warranty is verified, the original motor purchase price will be credited to your account and the inspection fee will be credited to the Service Center.

## Service Center Instructions:

Only process claims for motors with 56 frame size and above. Smaller motors qualify for the “Peel and stick” policy found in the section above. Motors must be within the warranty timeframe and it must be a warrantable failure.

If the unit is repaired, the motor will remain the customer’s property and you can claim the repair fee using the “Inspection report” on page 4. Please pay attention to the warranty repair allowances on the form. If the repair will exceed the allowance, please contact [RegalCanadaClaims@regalbeloit.com](mailto:RegalCanadaClaims@regalbeloit.com).

If unrepairable, the Service Center will submit the motor nameplate along with the “Inspection report” to Regal Canada. Once received and verified, the original motor purchase price will be credited to the customer’s account and the inspection fee will be credited to the Service Center. Please note, the service station has an option to provide a replacement to the customer and Regal will instead credit the service center for the cost of the replacement unit. Please specify on the form.

Submit all forms to Regal Beloit Warranty department, 638 14<sup>th</sup> street, Hanover, ON, N4N 2A1.

NOTE: If warranty claim refers to a quality issue (defined as a large number of the same units with the same failures) please contact Regal Beloit Canada Warranty Department.

## Drives and Controls

12 months warranty from date of sale from Regal Beloit. Email [RegalCanadaClaims@regalbeloit.com](mailto:RegalCanadaClaims@regalbeloit.com) about your claim. An RMA will be issued to you to return the unit for inspection and repair.

All non-warranty AC Tech units and SPEEDMASTER AC units will have a USD \$100 inspection fee billed to the customer. If returned units under warranty are deemed non-warranty a \$100 inspection fee will be billed to the customer.

## Gearing

12 months warranty from date of sale from Regal Beloit. Email [RegalCanadaClaims@regalbeloit.com](mailto:RegalCanadaClaims@regalbeloit.com) about your claim. An RMA will be issued to you to return the unit for inspection and repair.

## Brakes and Brake Parts

12 months warranty from date of sale from Regal Beloit. Email [RegalCanadaClaims@regalbeloit.com](mailto:RegalCanadaClaims@regalbeloit.com) about your claim. An RMA will be issued to you to return the unit for inspection and repair.

Stearns units will have a USD \$100 inspection fee billed to the customer if returned units are deemed non-warranty.

## Others

For enquires about all other units, please email [RegalCanadaClaims@regalbeloit.com](mailto:RegalCanadaClaims@regalbeloit.com)

***The above are general procedures only and do not constitute a warranty statement. All warranties are subject to the Terms and Conditions.***

Vancouver  
4916-275 St.  
Langley, BC  
V4W 0A2

Edmonton  
3820 53<sup>rd</sup> Avenue  
Edmonton, AB  
T6B 3N7

Winnipeg  
19-1421 St. James St.  
Winnipeg, MB  
R3H 0Y9

Toronto  
320 Superior Blvd.  
Mississauga, ON  
L5T 2N7

Montreal  
4925 Rue Levy  
Saint-Laurent, QC  
H4R 2N9

Hanover  
#638 – 14<sup>th</sup> St.  
Hanover, ON  
N4N 2A1



## Regal Canada

### OEM/"Peel & Stick" - Small Motor Warranty Claim Form

\*This form can only be used for warranties on small rolled steel motors (48 and below frames)\*  
 \*Forms will only be accepted if they are accompanied with nameplates\*

Please mail the forms and nameplates to the following address: 638 14th Street, Hanover, ON N4N 2A1.  
 For enquires, please email: RegalCanadaClaims@regalbeloit.com

COMPANY: \_\_\_\_\_ DATE: \_\_\_\_\_  
 COMPANY CONTACT: \_\_\_\_\_  
 COMPANY ACCOUNT #: \_\_\_\_\_

#	ITEM MODEL	DATE CODE	SERIAL #	DATE PUT INTO SERVICE	DATE OF FAILURE	DATE OF INSPECTION	REASON(S) FOR FAILURE	DATE PURCHASED	REFERENCE (INVOICE, PURCHASE ORDER, CLAIM #, ETC)
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

<u>For Regal Use Only</u>		
Warranty Processing #: _____	Completion Date: _____	Authorization: _____

**Vancouver**  
 4916-275 St.  
 Langley, BC  
 V4W 0A2

**Edmonton**  
 3820 53<sup>rd</sup> Avenue  
 Edmonton, AB  
 T6B 3N7

**Winnipeg**  
 19-1421 St. James St.  
 Winnipeg, MB  
 R3H 0Y9

**Toronto**  
 320 Superior Blvd.  
 Mississauga, ON  
 L5T 2N7

**Montreal**  
 4925 Rue Levy  
 Saint-Laurent, QC  
 H4R 2N9

**Hanover**  
 #638 – 14<sup>th</sup> St.  
 Hanover, ON  
 N4N 2A1



# REGAL BELOIT CANADA

## SERVICE CENTRE INSPECTION REPORT

PLEASE KEEP A COPY

DATE: \_\_\_\_\_

**SERVICE CENTRE**

NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CITY & PROVINCE: \_\_\_\_\_  
 PHONE NUMBER: \_\_\_\_\_  
 CONTACT NAME: \_\_\_\_\_  
 CATALOGUE NO. \_\_\_\_\_ MODEL NO. \_\_\_\_\_  
 COMPLAINT: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

END USER: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CONTACT: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

- CIRCLE ONE CONDITION RESPONSIBLE FOR FAILURE
- CHECK OTHER CONDITIONS FOUND

- |   |  |
|---|--|
| <p><b>STATOR</b></p> <ul style="list-style-type: none"> <li>11 Shorted</li> <li>12 Open</li> <li>13 Grounded</li> <li>14 Completely Burned</li> <li>15 Phase Winding, Burned or Single Phased 3 ph, Winding Main Winding Burned</li> <li>16 Leads Broken or Disconnected</li> <li>17 Leads Marked or Connected Wrong</li> </ul> <p><b>CAPACITOR</b></p> <ul style="list-style-type: none"> <li>21 Shorted</li> <li>22 Open</li> </ul> <p><b>ROTOR &amp; SHAFT ASSEMBLY</b></p> <ul style="list-style-type: none"> <li>30 Shorted</li> <li>31 Open</li> <li>34 Shaft - Explain</li> <li>35 Fan Broken or Loose</li> <li>36 Centrifugal Mechanism</li> <li>39 Out of Balance</li> </ul> <p><b>SWITCH</b></p> <ul style="list-style-type: none"> <li>41 Out of Adjustment</li> <li>42 Damaged</li> <li>43 Contacts Burned</li> <li>44 Contacts Loose or Missing</li> <li>45 Lead Burned or Broken</li> <li>46 Relay - Explain</li> <li>47 Rotating Malfunctions</li> </ul> | <p><b>TERMINAL BOARD</b></p> <ul style="list-style-type: none"> <li>51 Contacts Burned</li> <li>52 Terminals Loose</li> <li>53 Terminals Burned</li> </ul> <p><b>THERMAL PROTECTOR</b></p> <ul style="list-style-type: none"> <li>61 Cycling or Premature Trip</li> <li>62 Non-Resetting</li> </ul> <p><b>BEARINGS</b></p> <ul style="list-style-type: none"> <li>75 Bearings Worn or Loose in Housing</li> <li>76 Bearing Tight</li> <li>77 Bearing Rough - Explain</li> <li>78 Rotor Rubs Stator</li> </ul> <p><b>HOUSING OR BRACKETS</b></p> <ul style="list-style-type: none"> <li>81 Cracked or Broken</li> <li>82 Bent or Distorted</li> <li>83 Damaged - Explain</li> <li>84 Faulty Manufacture - Explain</li> </ul> <p><b>MISCELLANEOUS</b></p> <ul style="list-style-type: none"> <li>40 Brush Noise</li> <li>80 Gear Box Problem</li> <li>88 Loose or Cracked Magnets</li> <li>91 Magnetic Noise</li> <li>92 Mechanical Noise</li> <li>93 Excessive End-Play</li> <li>94 Base or Mounting Parts</li> <li>95 Wrong Speed or Rotation</li> <li>97 Nameplate Incorrect</li> <li>96 Other - Explain _____</li> </ul> |
|---|--|

**MOTOR INFORMATION**

DATE PUT IN SERVICE\* \_\_\_\_\_ NAMEPLATE DATE CODE\* \_\_\_\_\_  
 DATE OF FAILURE\* \_\_\_\_\_  
 \* All 3 dates must be provided for claim to be processed  
 MFR. OF DRIVEN MACHINE \_\_\_\_\_  
 TYPE OF DRIVEN MACHINE \_\_\_\_\_

**REMARKS AND/OR REPAIRS MADE/OR ATTACH NAMEPLATE IF REPLACED**

(Nameplate must be attached if motor is replaced)  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

SERVICE CENTER JOB NO. OR INVOICE NO. \_\_\_\_\_

QUANTITY	PARTS USED PART NUMBER	AMOUNT

LABOUR \_\_\_\_\_

INSPECTION / HANDLING (Replacement Only) \_\_\_\_\_

GST / QST \_\_\_\_\_

TOTAL BILLING \_\_\_\_\_

GST/QST # \_\_\_\_\_

**FOR REGAL USE ONLY**

Warranty Processing # \_\_\_\_\_ Service Centre Account # \_\_\_\_\_ Credit Inspection Fee: \_\_\_\_\_

Motor: \_\_\_\_\_ Authorization: \_\_\_\_\_ Date: \_\_\_\_\_

(Please Print)

## WARRANTY REPAIR ALLOWANCES

Regal Authorized Service Centres will be reimbursed according to the following allowance schedules for motor repairs providing the motors fall within the warranty policy limitations. (See Statement of Warranty).

MAJOR REPAIRS ARE NOT TO BE PERFORMED WITHOUT PRE-AUTHORIZATION FROM THE SERVICE DEPARTMENT AT REGAL BELOIT CANADA 1-800-463-1797.

### INSPECTION AND MINOR/MAJOR REPAIR LABOUR ALLOWANCES

#### 48, 56 and 145T Frames, Single and Three Phase

<u>H.P. All Speeds</u>	<u>Inspection Allowance</u>	<u>Minor Repair Allowance</u>
Up Through 1/2	\$ 33	\$ 40
3/4	33	49
1	33	49
1-1/2	33	63
2	33	63
3	33	63

#### 180T, 210T and 254T Frames

<u>H.P. All Speeds</u>	<u>Inspection Allowance</u>	<u>Minor Repair Allowance</u>	
		<u>Single Phase</u>	<u>Three phase</u>
2	\$ 40	\$ 52	\$ 54
3	40	52	54
5	40	60	54
7-1/2	57	80	58
10	57	90	64
15 (ODP)	57	101	72

#### 254T Frame & Larger

<u>H.P.</u>	<u>Inspection Allowance</u>	<u>Minor Repair Allowance</u>
15 (TEFC)	\$ 72	\$ 101
20	72	101
25	77	110
30	77	110
40	89	128
50	89	128
60	107	149
75	107	209
100	149	209
125	"	Contact Factory
150	"	"
200*	"	"
250*	"	"
300*	"	"
350*	"	"