

# Warranty Statement

## Warranty

Greenheck warrants its equipment to be free from defects in material and workmanship for a period of one year from the date of shipment. Many products carry a longer timeframe warranty period based on the type of product and components contained within each unit. For more specific information, all Greenheck product warranties are located on [www.greenheck.com](http://www.greenheck.com) on the Warranty tab under each specific product page.

Any units or parts which prove defective during the warranty period will be replaced at our option when returned to the factory, transportation prepaid. Under certain conditions, Greenheck may request the return of a complete unit or specific components for inspection.

Greenheck will not be responsible for any installation or removal costs. Replacement equipment will be shipped ground freight at Greenheck's expense. Air freight costs are not included in the warranty.

## Actuators

- Actuator returns for non-warranty issues will not be accepted after 60 days from date of order shipment.
- Any actuators produced by a special order or special design request (not stock product) will not be accepted for return.
- All actuator returns carry a minimum of 30% charge; this fee covers the handling and testing of each actuator.
- Actuators must be returned to the factory in brand new condition. Actuators should not contain any cosmetic damage, paint overspray, cut wires and must be free from oil, grease or sealant residue. If any of these conditions are present the actuator return will not be accepted under warranty.
- All actuators must be individually packaged in their own packing material and boxed for transport to reduce shipping damage. Any actuators received that are not in like new condition or shipped in accordance will not be credited and shipped back to the rep office of origin. This will allow the rep to return the actuators to the customer, put in stock, or scrap them.

Please feel free to share this actuator return policy with your customers so they are aware what constitutes an acceptable return and our requirements to make sure actuators are not damaged in shipment.

## Motors

- Motors furnished are warranted by the motor manufacturer for a period of one year for single phase motors and three years for 3-phase motors after shipment from Greenheck. Should motors provided by Greenheck prove defective during this period the following warranty procedure will be followed.
- In order to qualify for a replacement motor under standard warranty, a Return Goods Authorization (RGA) is required on select motors which must be returned to the factory for an evaluation.
- Certain vendors require motors for specific sizes to be taken to service centers for evaluation and are listed below. In this case, if the motor is deemed defective the motor service center will contact the motor manufacturer and they will replace the motor.

<u>Motor Vendor</u>	<u>Description</u>
Baldor WEG Toshiba	Follow the motor warranty claim form procedure for motors up to 215T frame. Frame sizes of 254T frame and larger must go to a local service station for evaluation. Frame size of 215T frame and smaller, submit a motor label to Greenheck using the motor warranty claim form located at: <a href="https://www.greenheck.com/resources/warranties">https://www.greenheck.com/resources/warranties</a>
General Electric	All motors must be returned to a local service station for evaluation.
Leeson Marathon Electric (Also labeled A.O. Smith or Century)	Follow the motor warranty claim form procedure for motors up to 180T frame. Frame sizes 180T frame and larger must go to a motor service station for evaluation. Frame sizes of 145T frame and smaller, submit a motor label to Greenheck using the motor warranty claim form located at: <a href="https://www.greenheck.com/resources/warranties">https://www.greenheck.com/resources/warranties</a>

\*For assistance finding a local service station, please visit:  
<https://www.greenheck.com/resources/warranties>