

International Motor Warranty Claims

Greenheck Fan Corporation purchases motors from multiple vendors for use on our manufactured product. Due to specialized warranties, each vendor maintains their own warranty program.

Reps and customers can provide their warranty claim details to the factory for review. Our customer service team will verify the warranty and provide necessary action on the claim. Motors 213T and larger would involve direct consultation with the vendors for action.

Freight is not covered by motor vendors. Freight would become the sole responsibility of the party requiring the motor. In addition to freight, Greenheck published warranty does not cover the costs for removal and installation. The corporate warranty is published on all O & M manuals and product brochures.

Information that will assist a motor warranty claim:

- Fan serial number
- Reason for failure

Corporate Motor Warranty Process Guidelines

Motors that are Open Drip Proof (ODP), single speed, and 48 through 184T frame will follow the label return procedure when using iParts for ordering warranty motors. Any explosion proof, totally enclosed fan cooled (TEFC), two-speed motors, or frame size larger than 184T, must be returned to an authorized repair service station. A listing of service centers can be obtained by contacting Greenheck Fan customer service.

Label Return/Claim Form

A warranty claim form is printable in iParts when you place your warranty order with a "reason" selection of "warranty". The form will appear on screen based on the motor part number that is processed. Not all motors will enable a warranty claim form. A message will appear in cases where the frame size is >184T. The label return procedure will be on the warranty claim form. Orders for motor warranty should bill the representative involved. It becomes the Rep responsibility to return the warranty label within thirty days to Greenheck Fan or a debit memo will be issued.