



Expanded Rep Warranty Statement

General Warranty Statement

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 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 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. Under certain conditions, Greenheck may require the return of a complete unit or specific components for inspection.

Greenheck is not responsible for any installation or removal costs. Replacement equipment will be shipped ground freight (Continental USA) at Greenheck's expense. Expedited freight is available at an additional cost.

Please contact parts@greenheck.com or 1-800-355-5354 if you have questions or require assistance.

Motors

Motors are warranted by the motor manufacturer from date of shipment from Greenheck.

Single Phase: 1 year. Includes Vari-Green branded motors 1HP & under.

3 Phase NEMA Premium: 3 years.

EC Titanium Motors with Integrated Drive: 3 years motor, 2 years drive.

The following procedures need to be followed for motor warranty:

- **Large Frame Motors** specified below require trouble shooting with the Greenheck Product Group and [Evaluation at a Motor Service Center](#) *prior to order*. Case # must be referenced at check-out.

These motors are indicated by the 'Large Frame Motor' Product alert on the parts website.

Manufacturer	Troubleshooting and Evaluation Required
Baldor/ABB, General Electric, Toshiba, Siemens, WEG	Frame size 254T and larger.
Leeson, Marathon Electric, AO Smith/Century, Regal, Nidec	Frame size 180T and larger.

- **All Other Motors** ordered under warranty require a label/tag return on the [Motor Warranty Claim Form](#).

Invoicing will occur if the completed Motor Warranty Claim Form is not returned within 30 days of order.

Contact motorwarranty@greenheck.com with motor warranty questions.

Warranty Period Extensions

- Airxchange Wheels/Cores: 5 years*. Case # is required for warranty approval.
 - *Motors: Motors follow the Manufacturer's warranty (see page 1).
 - Motor Label/tag will need to be returned on the [Motor Warranty Claim Form](#) after approval.
- Belimo Actuators: 5 years
- Honeywell Actuators: 5 years
- Motor Starters (Check date of shipment):
 - Pre April 2024: 5 years.
 - After April 2024: 2 years
- Siemens Actuators: 5 years
- VGD: 2 years
- VFD: 1 year* Business Unit may approve additional coverage with a valid case number.

RGA Required - Orders will be invoiced. Credit to be issued upon return and evaluation.

- Actuators and/or Actuator Kits – Identified by the word 'actuator' in the material description:
 - Actuators and/or Actuator Kits with a **list** price over \$2,200 require RGA.
 - MP (Multi-Products): Quantities equaling **net** price over \$1,000 require RGA.
- HVLS Advanced Touchscreens (CAPS) – Return to HVLS Product/Component
- Motor Starters*. Return to PDC Motor Starters
- Motor Starter Overloads. Return to PDC Motor Starters
 - 385201 & 387937
- Sure Air Controllers (CAPS/MISC). Return to CVI - WI, Attn Sarah Sicker to return for vendor credit.
 - 384799-384803
 - 384986-384990
- VFDs & VGDs* – Return to VGDs
 - RV & RVE units with a valid case # referenced do not require RGA

*Starters and VGDs (drives) manufactured by Franklin do not require RGA/Evaluation unless requested by Engineering.

Additional Requirements

- Airxchange Energy Recovery Wheels/Cores: A valid case # is required for warranty approval.
- HVLS: A valid case # is required for warranty approval.
- Motor Starters: A valid case # is required for warranty approval.
- RV & RVE: A valid case # is required for warranty approval.