

Warranty Policy for Motors



Limited Warranty

WEG provides a limited warranty against defects in materials and workmanship for a specific period, but in no event later than the expiration of the warranty period. If a product date code is within its stated warranty period, no proof of date of purchase is required. Otherwise, a copy of the invoice is necessary to show the date of invoice. Purchases of WEG products from unauthorized dealers or distributors voids warranty coverage. WEG's authorized dealers and distributors are listed on our website at www.weg.net.

No-Fault Warranty Procedure

Motors with frame sizes 215T and smaller, excluding Washdown Motors, are covered under a "No-Fault" warranty procedure. This permits each covered motor to be returned and replaced or credited once if the customer believes it has a defect. If there is more than one failure, please contact the WEG Service Department. The warranty claim may be submitted to WEG on our website at www.weg.net, our e-commerce portal (EASY), or by regular mail. When submitted by mail, the following must be sent to the WEG Service Department to process a warranty claim:

- Original nameplate from the failed motor
- Copy of the original WEG invoice or invoice number for the failed motor
- Brief description of the failure for quality control purposes

Warranty on Washdown Motors (HydroDuty™, PickerPlus™, HydroWash™, and Shark™)

The following must be sent to the WEG Service Department to process a warranty claim:

- Copy of the original WEG invoice or invoice number for the failed motor
- Brief description of the failure for quality control purposes accompanied by photographs supporting the claimed failure

Warranty on Larger Motors

WEG requires that motors larger than 215T frame be inspected by a WEG Authorized Service Center or an EASA-affiliated service center. The following must be sent to the WEG Service Department to process a warranty claim:

- Completed EASA inspection report
- Repair quote approved by WEG
- Copy of the original WEG invoice or invoice number for the failed motor
- Brief description of the failure for quality control purposes accompanied by photographs supporting the claimed failure

Warranty Period

Standard Efficiency and High Efficiency Low Voltage Motors	18 months from invoice date
Catalog Premium and Super Premium Low Voltage Motors	36 months from invoice date
Catalog W22 IEEE 841 Motors	60 months from invoice date
Washdown Motors (HydroDuty™, PickerPlus™, HydroWash™, and Shark™)	24 months from invoice date
Alternators	Earlier of 12 months from start-up date, or 18 months from invoice date
Custom Built Motors	Earlier of 12 months from start-up date, or 18 months from invoice date
Custom Built W50 Motors	Earlier of 18 months from start-up date, or 24 months from invoice date
MV Catalog Products	36 months from invoice date

Warranty Service

If a WEG product requires warranty service due to defective materials or workmanship, WEG shall, at its option: (i) repair or replace the product, or (ii) refund or credit of the purchase price of the product. Warranty service does not extend the warranty period. Warranty coverage is applied to products that have been, at all times, properly stored, maintained, operated, and used under operating conditions for which the product was designed. WEG is not responsible for any expenses incurred in installation, removal from service, transportation (freight) or consequential expenses. THE FOREGOING REMEDIES SHALL BE THE SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER.

Authorized Service Centers

WEG has service centers around the world to meet the needs of our customers. Information regarding the nearest service center can be found on our web site at <https://www.weg.net/institutional/US/en/contact/service-network> or by calling 1-800-ASK-4WEG (1-800-275-4934). Any warranty repair by a service center must be pre-approved by WEG. Service centers should not remove the nameplate nor make repairs without being requested to do so by a WEG Service Department representative.

NOTE: For all Ingersoll-Rand motors, please contact the WEG Service Department prior to any inspection.

WEG USA General Terms and Conditions available at www.weg.net apply to all orders.

Contact WEG Service Department:

Toll-Free: 1-800-839-2529 E-Mail: warranty@weg.net