

# Warranty Policy



## No-Fault Warranty (excludes Washdown motors)

Motors with frame sizes 215T and smaller are covered under a "No-Fault" warranty. This warranty claim is offered one time, per end-user, per application. If there is more than one failure, please contact the Service Department for review. The following must be sent to the WEG Service Department to process a "No-Fault" warranty claim.

- Original nameplate from the failed motor
- Copy of the original WEG invoice or invoice # for the failed motor
- Brief description of the failure for quality control purposes
- Please send request no later than 30 days after failure.

## Warranty on Larger Motors

WEG Electric requires that motors larger than 215T frame be inspected by a WEG Authorized Service Center, or if none is available, an EASA-affiliated service shop. Depending on the inspection results, WEG will decide whether to cover the motor under warranty. Prior to a decision being made on a claim for warranty, the following are required from the service shop and customer.

- Completed EASA inspection report
- Repair Quote
- Copy of the original WEG Invoice or WEG Invoice Number
- For Frame 215T and above, photos of the failure in JPEG format suitable for e-mailing

The inclusion of photos allows WEG to properly evaluate the details of your claim, as well as to ensure that any data sent to our factory Quality Control engineers are fully understood. The warranty claim will be evaluated after receipt of the above items. Upon review of the claim, the WEG Service Department will make contact and advise how to proceed. The service shop 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.

## Warranty on Washdown Motors:

### HydroDuty™, PickerPlus™, HydroWash™ and Shark™

The warranty coverage period on these models is 12/24: 12 months from date of first installation or 24 months from the date on motor nameplate, whichever occurs first.

Any warranty claim submitted to the WEG Service Department must include:

- 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 of the motor wire connections and any other photograph supporting the claimed failure

WEG Service Department will analyze the claim, along with the supporting documents and determine if the warranty is applicable. When warranty is granted and credit or replacement is determined, it will be executed once the terminal box cover of the failed motor is submitted and received at the WEG Service Department.

## Communication

Correspondence with the WEG Service Department may be via e-mail, fax or regular mail. Please keep a photocopy of all nameplates for your records.

## Limited Warranty:

WEG Electric Corp. is proud of all of our product lines. WEG and its employees are committed to our customers and users to provide the best designed and manufactured motors, drives and controls. WEG provides a limited warranty on our products against defects in materials and workmanship for a specific period from the date of purchase. If a motor's date code is within its stated warranty period (18

month, 36 month, etc.), no proof of purchase is required. Otherwise, a copy of the invoice is necessary to show the date of purchase.

### Warranty Period:

- The standard warranty for WEG products is 18 months from the invoice date.
- For General Purpose TEFC and ODP Premium Efficiency motors the warranty is 36 months from the invoice date.
- For IEEE 841 motors, the warranty is 60 months from the invoice date.

## 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 [www.weg.net](http://www.weg.net) or by calling 1-800-ASK-4WEG (1-800-275-4934). Any warranty repair by a service shop must be pre-approved by WEG.

## Warranty Service:

If a WEG product requires warranty service due to defective materials or workmanship, WEG will, at its option, either repair or replace the defective product. By "replace", WEG means the original purchaser's account will be credited for the cost on the WEG invoice (less freight). If warranty is granted, and replacement is specified, the motor's nameplate must be sent to the Service Dept. Warranty is applied to products that have been, at all times, properly maintained and operated or used under normal 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.

### Limitation of Warranty:

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OF QUALITY AND PERFORMANCE, WRITTEN, ORAL OR IMPLIED, AND ALL OTHER WARRANTIES INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ARISING FROM COURSE OF DEALING OR USAGE OF TRADE ARE HEREBY DISCLAIMED BY WEG. THE FOREGOING OBLIGATION TO REPAIR OR REPLACE WEG PRODUCTS OR PARTS SHALL BE THE SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER, ITS CUSTOMERS, OR USERS OF THE PRODUCTS OR PARTS.

## Proper Storage of Motors:

When motors are not immediately installed, they should be stored in their normal upright position in a dry even temperature location, free of dust, gases and corrosive atmosphere. Inactive motors tend to expel grease from between the bearing surfaces, thereby removing the protective film that impedes metal-to-metal contact. At least once per month shafts should be rotated in accordance with WEG's installation and maintenance manual. Motors stored for a period exceeding one year should have the bearings re-lubricated in accordance with the WEG motor installation and maintenance manual.

## Return Policy

WEG products that are purchased from our stocking warehouses must be returned within 90 days, freight to be paid by customer. Returned products must be unused, and in undamaged original packaging. If products are ordered incorrectly by the customer and need to be returned to stock, then a 20% re-stocking charge will be applied. If the returned products are deemed not to be in unused, undamaged condition, or in original packaging, then additional fees will be applied (up to and including full price of item). Returns on any modified products will not be allowed. Any products that are ordered as specials (with features that would not allow them to be stocked items) cannot be returned.

## Contact WEG Service:

Toll -Free: 1-800-839-2529









E-Mail: [warranty@weg.net](mailto:warranty@weg.net)

# NEMA Market Certificates and Logos

Line	Certificate	Logo	File	Certificate	VFD use
W22	UL Listed Safe area		E104590	Vol. 5 - Sec.10	Yes
	CSA Safe Area		LR 38324	2194017	Yes
	CSA Div 2		LR 50962	2156668	Yes
ODP/W40 to L6809	UL Listed Safe area		E104590		Yes
	CSA Safe Area		LR 38324	2593532	Yes
HGF//W22MV/ W50	UL Listed Safe area		E104590		
	CSA Div 2		LR 50962	1959652	Yes
W22 Fire Pump	UL Listed Safe area		EX5990	Vol. 1 - Sec.4	Yes
	CSA Safe Area		LR 38324	2194017	Yes

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## NEMA Market Certificates and Logos - continued

Line	Certificate	Logo	File	Certificate	VFD use
Rolled Steel W01	CSA Safe Area		LR 38324	70014056	Yes
	CSA Div 2		LR 50962	70088957	Yes
	UL Listed Safe area		E104590	Vol. 5 - Sec.1	Yes
	UL Listed Safe area, thermally protected		E104590	Vol.1 - Sec.22	No
	UL Listed Safe area, with thermal protection certified by UL 1004-3		E125311	Vol. 1 - Sec.25	No
W21X	UL Listed Hazardous area		E87848		No
	CSA Hazardous Area		050962_C	1629892	Yes
56XP	UL Listed Hazardous area		E87848		No
Bluffton	CSA Safe Area		241536		No
All WEG	CSA Energy Verified		078282_0		NA

# Part Number Configuration

# Ordering

WEG model numbers contain up to 20 characters, distributed as follows:

<u>XXX</u> (HP)	<u>XX</u> (rpm)	<u>XXX</u> (Model)	<u>X</u> (Volts)	<u>XXXXX</u> (Application + Frame)	<u>XXXX</u> When Applicable
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HP<sup>1</sup> - .12 - .16 - .25 - .33 - .50 - .75 - 001 - 0015 - 002 - 003 - 004 - 0045 - 005 - 007 - 010 - 015 -  
020 - 025 - 030 - 040 - 050 - 075 - 100 - 125 - 150 - 200 - 250 - 300 - 400 - 450 - 500 - 600 - 650 ...

RPM - **36:** 3600rpm                      **18:** 1800rpm                      **12:** 1200rpm                      **09:** 900rpm  
**30:** 3000rpm                      **15:** 1500rpm                      **10:** 1000rpm                      **07:** 750rpm

**Model** - Three Characters:

X <b>ENCLOSURE</b>	X <b>EFFICIENCY</b>	X <b>PHASE</b>
E - Totally Enclosed	S - Standard Efficiency	1 - 1 Phase
S - Severe Duty IEEE 841	P - High Efficiency	3 - 3 Phase
O - Open drip proof	T - NEMA Premium®	
X - eXplosion proof	G - Super Premium	
A - Totally Enclosed Air Over		
N - Totally Enclosed Non Ventilated		

<b>Voltage</b>	
A - 115V	L - 415V
B - 115 / 208 - 230V	M - 220 / 380 - 415V
C - 208 - 230V	N - 220 / 380V
D - 230V	O - 380 - 415V
E - 230 / 460V* # useable at 208V	P - 200V
F - 230 / 460V	Q - 460V
G - 460V PWS	R - 115 / 230V
H - 575V	V - 200 / 400V
I - 220V	W - 460 // 220 - 240 / 380 - 415V
J - 380V	X - Other Voltage
K - 190 / 380V	Y - 460 // 380 - 415 / 660 - 690V

\* Suitable for PWS on 254T and larger on low voltage connection.

# For Rolled Steel Motors: 190-220/380-415V at 50Hz (derate may apply).

- <sup>1)</sup> For IEC Metric motors, the output will be given in kW:  
.12 - .18 - .25 - .37 - .55 - .75 - 001 - 0015 - 002 - 003 - 004 - 0045 - 005 -  
007 - 009 - 011 - 015 - 018 - 022 - 030 - 037 - 045 - 055 - 075 - 090 - 110 -  
130 - 150 - 185 - 200 - 220 - 250 - 300 - 315 ...
- 0015 (1.5HP) is the rating that will have four digits for output identification and only one for RPM.
- 0045 (4.5kW) is the rating that will have four digits for output identification and only one for RPM.

## Frame

The frame number must be included as long as the number of remaining characters allows.

**Example:** 143T, 143TC, 405T, 405TS, 184JP.

## XXXX Suffix

- W22, -W2, -W or W = W22 platform
- W22S, -W2S or -WS = Single punched feet
- W22G, -W2G or -WG = AEGIS® Ring Inside
- S = Rolled Steel platform
- SG = Rolled Steel/AEGIS® Ring inside
- SRT = Rolled Steel/short frame
- W40 or W4 = W40 platform
- SRG = Rolled Steel/short frame/AEGIS® Ring inside

## Application / Feature

For Definite Purpose lines, two pre-selected letters must be used after voltage code:

<b>AD</b>	-	<b>Auger Drive</b>
<b>AL</b>	-	<b>ALuminum Frame</b>
<b>AX</b>	-	<b>ATEX Motor</b>
<b>BM</b>	-	<b>Brake Motor</b>
<b>CD</b>	-	<b>Compressor Duty</b>
<b>CT</b>	-	<b>Cooling Tower</b>
<b>EC</b>	-	<b>Evaporative Cooler</b>
<b>FD</b>	-	<b>Farm Duty</b>
<b>FL</b>	-	<b>Footless for Fractionals (after frame)</b>
<b>FP</b>	-	<b>Fire Pump</b>
<b>HP</b>	-	<b>Hydraulic Pump</b>
<b>ID</b>	-	<b>Irrigation Duty</b>
<b>IE</b>	-	<b>IEEE 841 (Severe Duty IEEE 841)</b>
<b>JP</b>	-	<b>Jet Pump</b>
<b>KD</b>	-	<b>Crusher-Duty</b>
<b>OL</b>	-	<b>Manual OverLoad Protection</b>
<b>OW</b>	-	<b>Oil Well Pumping</b>
<b>PF</b>	-	<b>Poultry Fan</b>
<b>PM</b>	-	<b>Pad Mount</b>
<b>R</b>	-	<b>(Before the frame size): Round Body</b>
<b>RB</b>	-	<b>Roller Bearings (Integrals)<sup>2</sup></b>
<b>RB</b>	-	<b>Resilient Base (Fractionals)</b>
<b>RS</b>	-	<b>Rolled Steel Frame</b>
<b>SA</b>	-	<b>Saw Arbor</b>
<b>SP</b>	-	<b>Split Phase</b>
<b>SS</b>	-	<b>Stainless Steel</b>
<b>VD</b>	-	<b>Vector Duty (TEBC or TENV)</b>

<sup>2)</sup> Roller bearings are recommended for all belt driven applications 100HP and above.

- Models in blue text are NEMA Premium® Efficiency
- Models in green text are NEMA Super Premium Efficiency

# WEG MOTORS FOR VFD APPLICATIONS - CRITERIA

(Not applicable to motors rated for use in Division 1 hazardous areas. In such cases please contact WEG)  
Valid for TEFC NEMA Premium® & IEC Tru-Metric - W22 Platforms and ODP

## INSULATION SYSTEM AND BEARING CRITERIA

(If any of the conditions below are not met, VFD line filters must be used)

INSULATION SYSTEMS (for all NEMA frame sizes - from 143 to 589 and IEC frame sizes - from 90 to 355) - up to 690 V

Rated Voltage	Feature	Voltage Spikes motor terminals (maximum)	dV/dt inverter terminals (maximum)	Rise Time inverter terminals (minimum)	MTBP Minimum Time Between Pulse
$V_{rated} \leq 460$ V	Standard Insulation	$\leq 2000$ V	$\leq 5200$ V/ $\mu$ s	$\geq 0,1$ $\mu$ s	$\geq 6$ $\mu$ s
$460 < V_{rated} \leq 575$ V	Reinforced Insulation	$\leq 2000$ V	$\leq 6500$ V/ $\mu$ s		

## BEARING PROTECTION (for all rated voltage ranges)

NEMA Frame Size	Feature
Frame $\leq 449$	· Optional: Insulated NDE endbell / insulated bearing
L449T – 589	Insulated NDE endbell standard L449 and above. Optional: insulated bearing (*)
	Shaft grounding recommended where insulated bearings are applied
IEC Frame Size	Feature
Frame $\leq 315$	· Optional: Insulated NDE endbell / insulated bearing
315L – 355	Insulated NDE endbell standard 315L and above. Optional: insulated bearing (*)
	Shaft grounding recommended where insulated bearings are applied

(\*) For insulated bearing, please contact WEG

## TORQUE CRITERIA - Valid for 2, 4, 6 and 8 pole motors NEMA PREMIUM® EFFICIENCY / IEC MOTORS - TEFC MOTORS

Frame Size	Constant Torque	Variable Torque
143 – 586/7 / 90 – 355 <sup>(1)</sup>	20:1 / 12:1	1000:1
586/7 / 355 <sup>(2)</sup>	6:1 / 2:1	1000:1 / 10:1

Satisfactory motor performance depends on proper drive setup - please contact WEG.

<sup>(1)</sup> For 250 HP / 185 kW or lower power motors. Also valid for 449 / 315 frames.

<sup>(2)</sup> For motors higher than 250 HP / 185 kW.

## HIGH EFFICIENCY AND NEMA PREMIUM® EFFICIENCY - ODP MOTORS

Frame Size	Constant Torque	Variable Torque
182T – 364/5T	4:1	1000:1
404/5T – 5010T	2:1	1000:1

### NOTES:

- . Maximum recommended Inverter switching frequency of 5 kHz (minimum of 2.5 kHz)
  - . The speed ranges stated above are related to the motor thermal capacity only to 60HZ operated motors
  - . NEMA Premium® Efficiency WEG motors of all frame sizes can also be blower cooled under request. In such case, the motor will be suitable for variable and constant torque applications rated up to 1000:1
  - . NEMA Premium® Efficiency WEG motors comply with those maximum safe operating speeds established in NEMA MG1-2016, part 30 (consult table 30-1)
  - . Per IEC standard 60034-18-41:
    - Exceed severe IVIC (\*\*) level phase to ground - > 2392
    - Exceed moderate IVIC (\*\*) level phase to phase - > 2563
- (\*\*) Impulse Voltage Insulation Class