

**WARRANTY PROCEDURE
Inspection & Repair**

WP-1 Rev 01

1. Scope

This procedure will cover the detailed process for warranty inspections and repairs and applies to all TWMI authorized service shops.

2. Warranty Inspection

2.1 The motor to be considered for warranty repair or replacement shall be delivered to a TWMI authorized service shop for inspection and warranty evaluation at the customer’s expense. Warranty policy coverage does not include removal, pick-up of units or on-site inspections, unless authorized by TWMI with a purchase order.

2.2 The service shop shall contact TWMI to determine warranty status of the motor upon receiving a failed motor. The service shop shall inspect, test for mechanical and electrical defects and determine cause of failure. Upon completion of inspection, the service shop shall submit an inspection report to TWMI for review.

2.3 The inspection report must include the following:

- a. TWMI warranty form WF-2. The motor serial number, date of the failure and main cause of failure must be provided in this form.
- b. A quote for the repair if repair is recommended.
- c. TWMI warranty form WF-2A and/or WF-2B if applicable
- d. Detailed descriptions and pictures shall be provided if they are deemed necessary to determine the cause of failure.

2.4 If the failure is due to defective material and/or workmanship, TWMI shall, at its sole option and expense, either repair or replace FOB TWMI warehouse, any such motor or parts which are defective within the warranty period.

2.5 If the failure is not due to a manufacture’s defect, then all expenses associated with inspection, repair, etc., will be the responsibility of others.

2.6 TWMI Approved Inspection Fee’s (valid until further notice)

Frame	Inspection Fee
140	\$69
180	\$69
210	\$75
250	\$75
280	\$75
320	\$87
360	\$87
400	\$130

3. Purchase Order for Repair

- 3.1 The service shop must receive a purchase order from TWMI prior to any repair jobs. Invoices that are received with no PO number will be sent back to the sender with a note stating “we will not be paying any invoices that do not have a PO number”. There is no exception to this rule.
- 3.2 Verbal or written agreement for the repair is not a valid PO.

4. Warranty Repairs and Replacement

- 4.1 If the motor failure is a warranty issue, then TWMI decides whether to replace or repair the motor at its sole option.
- 4.2 After receiving a PO for the repair, the service shop shall follow the latest industry motor repair specifications and shall restore the motor to as manufactured condition. The service shop shall submit a copy of the motor repair form including a list of all repairs completed, test results and measurements; and shall keep a copy for at least five years from the date of delivery.
- 4.3 In the event of a motor replacement, the nameplate must be removed from the failed motor and returned to TWMI along with your invoice and warranty report. The defective motor can be scrapped or returned to TWMI for parts at our discretion.

5. Warranty After Repair

- 5.1 All repairs by our authorized service shops carry a minimum 12-month warranty from the date of delivery as standard.
- 5.2 All our authorized service shops shall take over the remaining factory warranty if the remaining factory warranty is longer than the standard warranty as detailed in 5.1.
- 5.3 If a motor fails after repair, and the failure is deemed due to the original repair, the service shop will be responsible for the repair.
- 5.4 The above warranty terms are accepted if a service shop accepts a repair PO from TWMI.

6. Contacts

For motors 100hp and below, please contact:

Ryan Berry
Marketing Specialist - Motors
TECO-Westinghouse Motors (Canada) Inc.
Phone: (780) 444-8933 ext. 2008
Email: rberry@tecowestinghouse.ca

For motors above 100hp, please contact:

George Kang
TECO-Westinghouse Motors (Canada) Inc.
Product Manager - Motors
Phone: 519 624-1616 – Ext 2078; Fax: 519 624-1557
Cell Phone: 416 697-1978 Email: gkang@tecowestinghouse.ca