



Standard Warranty Information for Baldor-Reliance Products

Warranty return authorization policy / limited warranty policy for Baldor-Reliance® products

Scope of Warranty:

All Baldor-Reliance products are warranted against defects in workmanship and materials.

Warranty Service Center Locations:

Warranty service is available for all Baldor-Reliance products from ABB's Customer Service Center in Fort Smith, Arkansas, and from Baldor-Reliance Authorized Service Centers. A list of Authorized Service Centers is available on www.abb.com and from any ABB District Office or by contacting us at 479-646-5711.

Procedure to Receive Warranty Service:

Customers should take or ship "prepaid" the Baldor-Reliance product requiring warranty service to a Baldor-Reliance Authorized Service Center.

Repairs or Replacement within the Scope of the Warranty: If a Baldor-Reliance product is defective due to workmanship or materials and the defect occurs during the warranty period, then ABB will either repair the product or replace it with a new one, whichever ABB believes to be appropriate under the circumstances. ABB is not responsible for removal and shipping of the Baldor-Reliance product to the service center, the re-installation of the Baldor-Reliance product upon its return to the customer, or any incidental or consequential damages resulting from the defect, removal, re-installation, and shipment or otherwise.

Warranty Period:

All Baldor-Reliance brand products are warranted against defects in workmanship and materials. Most are covered for 12 months from date of installation or 18 months from date of manufacture, whichever occurs first. Some products carry a longer warranty period as shown in the table below.

All requests for field scrap should be made to your ABB District Office.

The products listed below (see A.) may be eligible for field scrap. A no charge replacement will be provided in lieu of any service. If credit is required, the product must be returned freight prepaid as directed by the ABB District Office on an RGA (Return Goods Authorization) for inspection and warranty consideration.

- A. All Baldor-Reliance stock products that are \$400.00 net or less to original customer price.

Washdown motors are not eligible for replacement prior to warranty inspection; they must be returned freight prepaid as directed by the ABB District Office on an RGA (Return Goods Authorization) for inspection and possible repair or replacement.

In each case of a "verified warranty claim" the distributor shall do the following:

1. Verify the unit serial number and time in service.
2. Contact the ABB District Office for an RGA (Return Goods Authorization) and return the motor(s) nameplate as directed. A "no charge" replacement will be sent to you or your customer. Upon special request, a "no charge" replacement may be sent in advance of the nameplate return.
3. Hold the material for thirty days after submission of request. ABB warranty administration reserves the right to have any material returned for inspection and warranty determination.

WARRANTY MATRIX for Baldor-Reliance Brand Products

Product Category	NEMA	
	Warranty Period	
	From Installation Date	From Manufacture Date
General purpose AC	18 months	24 months
Farm duty	24 months	30 months
Integral DC	24 months	30 months
RPM AC	24 months	30 months
Servo	24 months	30 months
General purpose – premium efficient	36 months	42 months
Washdown duty motors	36 months	42 months
Severe, Crusher, Quarry & Dirty duty	36 months	42 months
Large frame AC motors – stock	36 months	42 months
Farm duty – premium efficient	36 months	42 months
Inverter & Vector drive motors	36 months	42 months
Grinders / Buffers	36 months	42 months
IEEE 841XL & 661XL	60 months	66 months
RPM AC cooling tower	60 months	66 months
IEC		
ABB LV IEC general performance	12 months	18 months
ABB MV IEC	12 months	18 months
ABB LV IEC ATEX	24 months	30 months
ABB LV IEC process performance	36 months	42 months