

## THE WARRANTY CLAIM GAME

Every manufacturer, repair facility, or service provider, at one time or another, has to stand behind a product that for some reason has failed prematurely. At Electrical Equipment Company, our policy is to make an honest assessment of the failure based on both the evidence on hand and the information supplied by the customer, and to satisfy the customer according to our established warranty policy. The key words being **honest** and **satisfy**. Our repair limited warranty is the industry standard EASA Limited Warranty available at [www.easa.com](http://www.easa.com). We stand behind our work.

Each new motor manufacturer has their own specific warranty policy. In recent years, many manufacturers have begun to view honoring their warranty more as an undesirable cost item, than as a customer service. Their manufacturer's warranty service staffs are very small and overworked. Even though you may have purchased what you consider to be the best electric motor in the world, you will probably be surprised by the manufacturer's warranty terms. The fine print excludes many things. EECO represents most major brands of electric motors as an authorized service shop. Even though manufacturers' warranties work, because of their payment policy and high number of denied claims, it is often not profitable for us. We do the repairs, when authorized to do so, to support the brands we sell and as a service to our customers. Unfortunately, our recent experience has been that some well known motor manufacturers deny over half of the manufacturer's warranty claims submitted to them.

What a typical manufacturer's warranty covers is repair or replacement (the manufacturer's choice, not yours or ours) when a failure is determined to be related to defective workmanship or materials. This failure usually must happen within a specified time from date of manufacture or date of installation.

What a typical manufacturer's warranty does not cover is down time, removal, installation, transportation to and from the repair facility, physical damage, or any damage determined to be the result of improper application, installation, or other external conditions. The removal and replacement of accessories such as pumps, pump seals, couplings, conduit fittings, power cords, pulleys, couplings, etc., is not covered.

Most manufacturers now make the decision to honor or not honor the warranty claim based on a written report submitted by the repair facility. Even though the report may be faxed to the manufacturer promptly, the decision to honor or not honor the manufacturer's warranty claim may take days or even weeks, as the various groups within the manufacturer's organization try to assign responsibility. Quite often the service shop is asked to gather more data about the installation and application such as pulley sizes, number of belts, type of grease used, type of drive or starter used, etc. If the repair is authorized, it will be as a straight time repair. Rush or overtime fees must be paid by the customer. If the repair is not authorized, the service facility is not compensated by the manufacturer for the disassembly and inspection, and the customer may be liable for those charges. If replacement is authorized, the replacement motor will be shipped from the manufacturer when it is available. If the service shop has the exact make and model in stock, it may provide the replacement motor.

As an organization that works very hard to give good service and to do so promptly, we regret that we are sometimes limited by the terms of the manufacturers' warranties. We make personal contact with the manufacturer's warranty departments up to the management level and have traveled to manufacturers' facilities to discuss improving their warranty service response. We will always work very hard to solve our customers' manufacturer's warranty issues.



**Reliable, World Famous Quality Siemens Motors are Available for Immediate Shipment from EECO's Large Stock at Several Locations**