

Marathon Service

AUTOMATIONDIRECT DOES NOT PROVIDE A 30-DAY MONEY-BACK PERIOD OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, ON MARATHON ELECTRIC PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.

Warranty, Returns and Service Information for Marathon Electric Products

If you have purchased Marathon Electric motors, this information applies to those products. Marathon Electric may provide a limited warranty on its products; see catalog technical pages for stated warranty periods. For more information, contact Marathon Electric at the Web site and phone numbers below. AutomationDirect will assist you with your technical support issues, however, all repair services are performed directly through an authorized Marathon Electric service center.

Marathon Service Center and Support Information

For the nearest Marathon service center near you please contact:

- www.marathonelectric.com
- Marathon Electric at (800) 254-4207 or (715) 675-3311.
- www.automationdirect.com - Tech Support
- For AutomationDirect Technical Services please call (770) 844-4200 or 1-800-633-0405.

IronHorse Service

EXCEPT AS EXPRESSLY PROVIDED BELOW, AUTOMATIONDIRECT DOES NOT MAKE ANY REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, ON IRONHORSE MOTOR OR STABLE MOTOR BASE PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.

Warranty, Returns and Service Information for IronHorse Motors and Stable Bases

AutomationDirect offers a 2-year warranty against defects in materials and workmanship on all Ironhorse rolled steel and cast iron motors, and a 1-year warranty on Ironhorse stainless steel motors and Stable bases. AutomationDirect will replace motors 40 hp and smaller that prove to be defective. For all motors 50 hp and larger, we require that IronHorse motors be inspected by an authorized EASA repair center. IronHorse Motors that have been modified to include the installation of a C-Face flange or a change in terminal box location, F1 to F2; must have been modified by an authorized EASA Repair Center in order to maintain the motor Warranty. Warranty claims for IronHorse motors with a C-Face flange not factory installed, or a motor with a relocated terminal box, F1 to F2; must include copies of supporting documentation consisting of the invoice, the motor model number, the motor serial number, and the date of the modification from the EASA shop that performed the modification. The EASA repair center will provide us with a disposition on the warranty claim and, if deemed to be under warranty, we will cover 100% of the cost of the repair. (excluding shipping and/or freight carrier insurance charges). In cases where it is not economical to repair the motor, we will replace it at no charge to you. (We will pay an evaluation fee of up to \$100 U.S. per motor.) We will not cover any cost where a motor was subject to any improper installation, abuse, modifications, neglect, misuse, exposure to moisture or dampness or any unauthorized repair. We will not reimburse the customer for any repair performed by themselves or by anyone not authorized by AutomationDirect. A purchase order may be required to start the repair process. Please call AutomationDirect to start the process.

Please Note: We cannot accept or file warranty claims on IronHorse motors that you did not purchase directly from us. If you purchased an IronHorse motor from one of our Value Added Resellers (VARs) or from anyone other than AutomationDirect, you must go directly through their return and repair channels.

Service Centers and Support Information

AutomationDirect Technical Support Services: please call (770) 844-4200 or 1-800-633-0405

www.automationdirect.com - Tech Support

www.EASA.com – for qualified EASA repair shops near you