



3505 Hutchinson Rd., Cumming, GA 30040

1-800-633-0405 fax: 770-889-7876

[www.automationdirect.com](http://www.automationdirect.com)

## **Returns and Warranty Terms and Conditions**

### **45-day money-back returns**

45-day return authorizations must be obtained using your online account (also available for guest users). We offer a 45-day money-back period from the date of purchase on all products except noted AC Motors and ADC refurbished products. Products must be returned in the original boxes in like-new condition. See below for complete details on how to return a product under the 45-day money back guarantee. Products returned outside the 45-day policy and prior to 6 months from the date of purchase will be subject to restocking fees. Products may not be returned under any circumstances longer than 6 months from the date of purchase. AutomationDirect's standard policy is that all customers are responsible for freight charges to AutomationDirect when returning products under the 45-day return policy. AutomationDirect offers a service through the online returns process that allows you to print return labels from our website. This service is offered at a flat rate and is applicable for small parcel returns only. An additional fee may apply for extra labels. Please note that the shipping charges will be deducted from your return credit.

### **Warranty for Products other than AC Motors**

Warranty return authorizations can be obtained using your online account (also available for guest users). All AutomationDirect products carry a minimum one-year warranty against defects in materials and workmanship. If a product proves defective in materials or workmanship within one year from the date of purchase, we will replace or repair it. The replacement is your exclusive remedy and our sole obligation for any breach of warranty, except that, if, after a reasonable number of attempts, we are unable to provide you a product that meets the above warranty, we will refund the purchase price for that product, as our sole obligation and your sole remedy. Products returned under warranty (after 45 days) may be replaced with refurbished or remanufactured goods. Return shipping labels are provided on our web store for your use in returning products. Some products may carry a longer warranty term as specified in this catalog and in our online store. Except for the longer term, these same provisions apply to such warranties. This warranty will be void if product date codes or serial numbers are removed or defaced. Warranties also do not apply to products that have been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized repair, misuse, neglect, accident, alteration, improper installation or other acts which are not our fault, including damage caused in shipping. Our warranty also does not apply to any product that has been damaged by external causes such as fire, flood, sand, dirt, lightning, exposure to weather, acts of God, battery leakage, theft, blown fuses, improper use of any electrical source or connection to product not recommended in writing for interconnection by us.

### **3rd Party Module Disclaimer for PLC Systems**

Automationdirect.com provides technical support and warranty only for PLC modules that are sold directly by Automationdirect.com and listed on our website at [www.automationdirect.com](http://www.automationdirect.com). The use of PLC modules that are designed and manufactured by any 3rd parties within an Automationdirect.com PLC system and not sold directly by Automationdirect.com or listed on our webstore and technical manuals, will void the warranty on the entire system, as these modules have not been tested or certified to work within our PLC system. The use of such unauthorized and untested modules could result in system failures, damage to product, persons or even death Other Guidelines and Warnings To minimize the risk of potential safety problems, you should follow all applicable local and national codes that regulate the installation and operation of your equipment. These codes vary from area to area and usually change with time. It is your responsibility to determine which codes should be followed, and to verify that the equipment, installation and operation is compliant with the latest revision of these codes. At a minimum, you should follow all applicable sections of the National Fire Code, National Electrical Code, and the codes of the National Electrical Manufacturers Association (NEMA). There may be local regulatory or government offices that can also help determine which codes and standards are necessary for safe installation and operation.

Equipment damage or serious injury to personnel can result from the failure to follow all applicable codes and standards. We do not assume any responsibility for your product design, installation or operation. Our products are not fault-tolerant and are not designed, manufactured or intended for use or resale as on-line control equipment in hazardous



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environments requiring fail-safe performance, such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, direct life support machines, or weapons systems, in which the failure of the product could lead directly to death, personal injury or severe physical or environmental damage. Our product catalog contains many specifications, wiring diagrams and other types of information related to the various product offerings. However, under no circumstances should you use this document for installation, operation or troubleshooting of any equipment. Always consult the appropriate product documentation prior to using the equipment. If you have any questions concerning the installation or operation of this equipment, or if you need additional information, please call for assistance.

### **Refurbished/Re-manufactured Products**

If you are looking to save some money on your next purchase with AutomationDirect, you may be interested in our re-manufactured parts. Inventory is available for many of our standard products and is offered at substantial savings. The select re-manufactured parts are available to U.S. and Canadian customers. You will receive a 20% discount off the catalog price of any available items, and we will give you a full 1-year warranty from the date of purchase against defects and workmanship. (Our 45-day money-back return policy DOES NOT apply for this offer.) The products are offered on a "first come, first serve" basis while supplies last. You will need Web access to view product availability and to order. Products with available inventory will be listed under our "Re-manufactured Products" category at [www.automationdirect.com](http://www.automationdirect.com). The items in the category will change based on inventory status at the time the product listing page is generated. Re-manufactured products are also available from our detailed item pages. You will be given a choice to purchase A-stock or Re-manufactured items, where applicable. The re-manufactured items are listed as B-\*\*\* (where \*\*\* is the A-stock part number without any dashes). For example, the re-manufactured part number for a D2-260 would be B-D2260.

### **Operator interface repair C-more Core Exchange**

We now offer "Core Exchanges" for all C-more HMI models that are out of warranty and not functioning properly or need repair due to customer damage. Due to hardware compatibility issues, panels that are older than four years from the date of manufacture are not eligible for this program. Please contact Returns Authorizations at 1-800-633-0405 or 770-889-2858. If the same B-stock model is available, we will offer it to you at 20% off the regular catalog price. We will then issue you a Return Authorization to send us your non-functioning panel. When we receive the panel, we will then credit your account an additional 20% of the regular catalog price. This will give you a 40% total savings AND a full 1-year warranty.

### **Warranty Returns Procedures**

It is our belief that in most cases, although not all, we may be able to provide you a solution so that you may not have to return products to us. Please call one of our Return Authorization (RA) representatives for an RA number before returning any products to us. ALL Ras can also be issued under your account via the Web. The RA representative may request return approval for your product by our Technical Services department before an RA can be issued. We cannot accept products purchased from one of our Value-Added Resellers (VARs) or any other third party. Please contact the VAR from whom you purchased when seeking replacement, repair or credit. For AC Motors products, please see below for return procedures by brand.

Warranty Returns/Repairs Return shipping labels are provided on our web store for your use in returning products. The following guidelines apply to authorized returns for products under warranty (our warranty information is fully described in the previous pages):

1. An RA can be obtained under your account via the Web (see "Online Return" instructions in box below). All date codes and/or serial numbers must be supplied before the RA can be issued. If date codes and/or serial number labels have been defaced or altered in any way, the warranty will be void. No exceptions.
2. Failure symptoms must be reported for each product returned for Quality Control purposes. If this information is not available at the time the return authorization is issued, please specify each failure symptom on the RA form before returning the product.



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3. When you have obtained your RA, fold the form, then insert it inside a clear packing list envelope so that the return address is visible.
4. In the return box, include all documentation, cables and other components included with the original parts shipment. Write the RA number on the outside of the shipping box, not the product box.
5. Please return the parts to the appropriate address shown at the top of the RA form within two weeks of issuance. Returned product must be shipped to the address printed on the RMA and noted above. Customer delivery of returned product will not be accepted.

#### **45-day Moneyback Guarantee Return Procedures**

45-Day Money Back Standard policy is that all customers are responsible for freight charges when returning product. These guidelines apply to returns subject to our 45-day money back policy, found in the previous pages. The following does not apply to Marathon and Leeson products. There are no 45-day returns on those parts.

1. A 45-Day RA must be obtained on our web store by clicking the "PRODUCT RETURNS" link at the top of the page or under "My Account". Fold the form, then insert it inside a clear packing list envelope so that the return address is visible. Note that for small parcel returns, you can choose to receive preprinted shipping labels for a small flat rate, deducted from your returns credit.
2. Any writing, marking, application of stickers, and otherwise defacing of the original product boxes will result in denial of credit.
3. Products must be returned in the original boxes in like new condition. Include all documentation, cables and other components included with the original parts shipment.
4. Shipments should be in an appropriate shipping container to avoid product damage. See "Limits of Liability".
5. Return only products that are specified on that RA. Additional products sent without approval will be returned to you.
6. Please return the parts to the appropriate address shown at the top of the RA from within two weeks of issuance. Note: The address may not be AutomationDirect's Cumming Georgia location, please check carefully for the correct return address.
7. You are responsible for return shipping charges. You may use return shipping labels for a fee of \$10 for up to three labels. Each additional label will be an additional \$10. The label fee will be deducted from your RMA credit.

Shipments that do not follow above procedures may be returned to sender or restocking and refurbishing charges may be incurred at the current cost of ADC's parts and labor. Limits of Liability A return authorization number does not guarantee a refund or replacement. If a refund is initially issued and the manufacturer of the product finds the problem to be due to "customer abuse," credit will be reversed, and you will be notified of such action. AutomationDirect will accept no responsibility nor issue credit for packages damaged in transit for any reason. It is your responsibility to assure that the product is properly packaged for shipment.

#### **Online Return Request Instructions**

1. After you have logged in to your AutomationDirect account, visit our Returns page and choose appropriate return reason. Guest users can make the request using the "Request an RMA" link under the "My Account" menu.
2. You'll see a list of your orders which fall within the selected return window. Choose the order that contains the items to return.
3. Verify your contact information, scan the list of items from your order, and enter the quantities you need to return. Then "Submit" the return. Your RMA documentation and requested return shipping labels will be provided for you to print.

#### **Marathon/Leeson Service and Warranty**

AUTOMATIONDIRECT DOES NOT PROVIDE A 45-DAY MONEYBACK PERIOD OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, ON REGALREXNORD PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.



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If you have purchased Marathon and Leeson motors, this information applies to those products. Marathon and Leeson motors are brands manufactured and supported by the RegalRexnord Corporation. RegalRexnord may provide a limited warranty on its products; see catalog technical pages for stated warranty periods. For more information, contact RegalRexnord 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/Leeson service center.

#### Marathon/Leeson Service Center and Support Information

To locate the nearest Marathon/Leeson service center near you, visit the Regal service and support website: [https://www.regalrexnord.com/tools-resources/service-locations?brand=Marathon Motors](https://www.regalrexnord.com/tools-resources/service-locations?brand=Marathon+Motors)

For Commercial motors (Frames 56 and 140) Call Commercial Warranty center at (800) 558-5490, or email: [commercialwarranty@regalrexnord.com](mailto:commercialwarranty@regalrexnord.com)

For Industrial motors (Frames 180 and larger): email: <mailto:industrialwarranty@regalrexnord.com>

#### **WEG Service and Warranty**

AUTOMATIONDIRECT DOES NOT PROVIDE A 45-DAY MONEYBACK PERIOD OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, ON WEG MOTOR PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME, EXCEPT AS PROVIDED BELOW.

#### **Warranty for Frames 56 – 215**

AutomationDirect honors the WEG Limited, No-Fault Warranty for motors having frame 215T and smaller. This warranty applies only one time per customer per original purchase.

For WEG Frame 56 motors, AutomationDirect offers a 1.5-year Limited, No-fault warranty against defects in materials and workmanship. For WEG Frame 143 to 215 motors, AutomationDirect offers a 3-year Limited, No-fault warranty against defects in materials and workmanship.

AutomationDirect will refund the purchase price or replace any defective motor in the above range. To make a warranty claim please remove the nameplate sticker, provide the failure reason, and follow the Warranty Returns Procedures outlined above. Please note that you will be required only to return the nameplate sticker in order to be eligible for a refund or replacement.

#### **Warranty for Frames 254 and higher**

For WEG Frame 254 and higher motors, this information applies to those products. WEG may provide a limited warranty on its motor products; see catalog technical pages for stated warranty periods. For more information, contact WEG at the website and phone numbers below or see the WEG warranty policy at [https://static.weg.net/medias/downloadcenter/h33/hc7/WEG\\_Warranty\\_Terms\\_Motors\\_Automation.pdf](https://static.weg.net/medias/downloadcenter/h33/hc7/WEG_Warranty_Terms_Motors_Automation.pdf).

AutomationDirect will assist you with your technical support issues, however, all repair and warranty services are performed directly through an authorized WEG service center. To locate and contact the nearest WEG service center, visit the WEG service and support website. <https://www.weg.net/institutional/US/en/contact/service-network>. For further assistance please contact WEG at (800) 839- 2529.



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### **IronHorse Motors Service and Warranty**

EXCEPT AS EXPRESSLY PROVIDED BELOW, AUTOMATIONDIRECT DOES NOT MAKE ANY REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, ON IRONHORSE MOTORS 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.

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 30 hp and smaller that prove to be defective. To make a warranty claim please remove the nameplate and follow the Warranty Returns Procedures outlined above. Please note that Customer must return the motor nameplate and provide failure reason in order to make a warranty claim.

For all motors 40 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](http://www.automationdirect.com) – Tech Support

[www.EASA.com](http://www.EASA.com) to locate qualified EASA repair shops near you.

### **U.S. Motors Service and Warranty**

AUTOMATIONDIRECT DOES NOT PROVIDE A 45-DAY MONEYBACK PERIOD OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, ON U.S. MOTORS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.

#### **WARRANTY FOR FRAMES 56-184**

For U.S. Motors, AutomationDirect offers a 3-year warranty against defects in materials and workmanship. AutomationDirect will refund the purchase price or replace any defective motor in the above range. To make a warranty claim please remove the nameplate sticker and follow the Warranty Returns Procedures outlined above. Please note that you will be required to return the nameplate sticker only in order to be eligible for a refund or replacement.



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### **WARRANTY FOR FRAMES 210 OR LARGER**

Warranty claims for Frames 210 or larger are administered through U.S. Motors authorized service stations. These stations must be utilized first in pursuing a warranty or service inquiry for 210 frame and larger. U.S. Motors is a brand manufactured and supported by the NIDEC Corporation. For assistance with warranty, returns, or to find the nearest service center, please contact Nidec directly at the **800-566-1418** or via email at [motorhelp@nidec-motor.com](mailto:motorhelp@nidec-motor.com) or go to <https://acim.nidec.com/fr-fr/motors/usmotors/service-support>.

### **TOSHIBA Low Voltage Drives and Motors Service and Warranty**

FOR ALL TOSHIBA AS3 DRIVES, AUTOMATIONDIRECT PROVIDES A 45-DAY MONEY BACK GUARANTEE. FOR AS3 DRIVES WITH 25 HP OR LESS, AUTOMATIONDIRECT OFFERS A 1 YEAR WARRANTY AGAINST DEFECTS IN MATERIALS AND WORKMANSHIP. FOR WARRANTY CLAIMS PLEASE FOLLOW THE PROCEDURES ABOVE. FOR TOSHIBA MOTORS, AUTOMATION DIRECT DOES NOT PROVIDE A 45-DAY MONEY BACK GUARANTEE. FOR TOSHIBA MOTORS AND AS3 DRIVES WITH 30 HP OR MORE AUTOMATIONDIRECT DOES NOT PROVIDE ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.

TOSHIBA may provide a limited warranty on its motors and AS3 drives with 30 hp or greater; see catalog technical pages for stated warranty periods.

For more information, contact TOSHIBA at the Web site and phone numbers below or see the TOSHIBA Motor Warranty. AutomationDirect will assist you with your technical support issues, however, all repair and warranty services are performed directly through the Toshiba warranty center.

<https://www.toshiba.com/tic/service-warranty>

TOSHIBA Warranty Contacts:

Tel: 855-803-7092

Email: [TIC-Service@toshiba.com](mailto:TIC-Service@toshiba.com)

### **Custom Enclosures/Customized Enclosure Accessories**

**CUSTOMIZED ENCLOSURES/CUSTOMIZED ENCLOSURE ACCESSORIES ARE NOT ELIGIBLE FOR 45-DAY RETURNS, NOR ANY OTHER RETURN RESULTING FROM CUSTOMER ERROR OR REGRET (WRONG QUANTITY, WRONG COLOR CHOICE, INCORRECT DESIGN SUBMISSION, ETC.) WHERE THE CUSTOMIZED ENCLOSURE/CUSTOMIZED ENCLOSURE ACCESSORY THAT WAS DELIVERED SATISFIED THE ORDER REQUIREMENTS.**

Orders for customized enclosures or customized enclosure accessories cannot be cancelled or modified once the order has been entered into the manufacturer's production queue, at which time the sale becomes final as entered. The interval between the time the customer places the order with ADC and the time the manufacturer begins production will vary depending on the manufacturer, the day & time the order is placed, the size and complexity of the order, and/or other factors. That interval typically be less than one business day, though in some situations it could be less than an hour.

Customized enclosures/customized enclosure accessories will only be eligible for return if the item is defective, if the customization does not meet the order specifications, or if the item is lost or damaged in shipping.

Any returns for customized enclosures/customized enclosure accessories will be exchanged for like-kind replacement only. No refunds or credits will be given.

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Customized enclosures/customized enclosure accessories will carry the same warranty protection as the stock version of that item.

#### **MGM Electric Motors and Service Warranty**

AutomationDirect offers an 18-month warranty against defects in materials and workmanship on all MGM motors and brake motors. AutomationDirect will replace or refund motors that are defective. To make a warranty claim please send a photo of the nameplate along with the failure reason and follow the Warranty Returns Procedures outlined above. Please note that Customer must provide the motor nameplate photo and provide failure reason to make a warranty claim.

#### **Bucher Hydraulic Power Units**

AUTOMATIONDIRECT DOES NOT PROVIDE A 45-DAY MONEYBACK PERIOD ON BUCHER HYDRAULIC POWER UNITS. AUTOMATIONDIRECT DOES PROVIDE A ONE YEAR WARRANTY ON BUCHER HYDRAULIC POWER UNITS.

AutomationDirect will assist you with your technical support issues, warranty claims, and returns. All warranty claims will be evaluated directly by Bucher. Please contact AutomationDirect for a Return Material Authorization. We will authorize the RMA and customer will ship the Product directly to Bucher.