	INTEGRATED SHEQ MANAGEMENT SYSTEM <small>Quality assurance (ISO 9001:2015), Occupational Health & Safety (ISO 45001:2018), Environment (ISO 14001:2015)</small>		
	Document Name:	WARRANTY CLAIM POLICY	Date issued:
Document Number:	WS-POL-001	Revision date:	01/2025
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WARRANTY CLAIM POLICY


1. Introduction

This document explains the processes used to process an Electric Motor warranty claim. This will ensure that warranty claims are processed in a controlled manner and allow for adequate approval and processing thereof.

2. Procedure

2.1. At Branch – Motor inspection done at the branch

- 2.1.1. Goods returned by customer due to malfunction. The motors have a warranty of 12 months from the date of invoice. The motor serial number on the invoice must correspond with the serial number on the motor rating plate.
- 2.1.2. Open terminal box and check that motor was connected correctly as per rating plate and illustration in terminal box cover on the inside. If the motor was connected incorrectly there will be no warranty. All motors are supplied from the factory connected in the correct manner for whatever voltage is supplied.
- 2.1.3. If a warranty is to be processed the client needs to be advised there will be an investigation prior for the warranty to be finalization. Should the client need a motor immediately a new motor will need to be invoiced against the customer order, which we will credit in the event of an approved claim.
- 2.1.4. Photographs of the motor nameplate (Clear legible) and of the identified fault if visible at the branch or at a local armature winder must be sent to Parkhaven, for the attention of the Technician Motors and Drives, along with the Application for Warranty Claim form completed by the branch (WS-DC-001) and the original invoice of the motor.
- 2.1.5. Branch to complete the prescribed Application for Warranty form Section A (WS-DC-001 – Application for Warranty Claim) and submit clear photos as evidence of the fault by email to Technician Motors and Drives at Parkhaven. In the event of the fault not being identified, a copy of the Warranty form with the default motor, must be sent to Parkhaven (Please note the claim form must still be submitted via email to the Technician Motors and Drives prior to sending the motor and form for assessment.)

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2.2. Outside Gauteng area

Use the services of your local authorized and reputable armature winder (in outlying areas) to avoid unnecessary costs incurred by transport to head office. This serves as an independent report and if found that the client is at fault, the costs incurred must be for the customer's account (this must be explained to the client at the time of accepting the motor back for assessment). A copy of the report from the armature winder, clear photos of the fault together with the warranty form is to be sent to the Technician Motors and Drives for review and approval by the Technician Motors and Drives (confirmation from the motor manufactures approving the warranty), who is authorized to approve warranty claims.

2.3. Alternative

When disputes arise, the motor can be sent to Parkhaven for a test and report request, the warranty form and invoice must accompany the motor.


The motor will be added to our incoming motor and drive list with the following information:

- Motor data
- Serial number
- Part number
- BI Branch name
- Waybill number
- Contact Person
- Status – At the end the return documentation number will be added.
- Report number

Motor warranty claims returned to Parkhaven will be opened and assessed by Technician Motors and Drives to determine the fault/warranty. In the event of visual faults, a warranty report Document Number – BITR0000 will be processed by Technician Motors and Drives.

Alternatively: -

Parkhaven will arrange for an independent armature winder to collect and do the investigation report.

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Currently we are using:

For our ABB range of motors:

Delba Electrical

Marthinusen and Coutts.

Tomco

For our Alpha range of motors:

Delba Electrical

Marthinusen and Coutts.

Tomco

2.4. Serial Numbers on motors

All Motors have serial numbers on their rating plates. This serial number must be recorded on the delivery note or invoice to enable branches to trace when the motor was delivered, this is imperative if a customer buys multiple quantities of the same product.

2.5. Procedure continued:

If the warranty is validated and granted, the cost of the faulty motor will be carried by the branch temporarily and once BI Parkhaven receives a credit from our supplier the motor will be credited to the relevant branch, a no charge replacement can only be issued to the customer if it is deemed a warranty.

2.5.1. NOTE: Serial Numbers recorded on WS-DC-001 must be confirmed on the original invoice

2.5.2. Branch does not credit the customer prior to receiving warranty approval.

2.5.3. Branch does not IBT goods to Head Office without the WS-DC-001 form.


2.5.4. Goods sent to Parkhaven if required for closer inspection and assessment.

2.5.5. Technician Motor and Drives must be informed of the warranty claim and the claim form with the original invoice of the motor to be sent to the Technician Motors and Drives

2.5.6. The WS-DC-001 form must be sent with the electric motor to the Technician Motors and Drives and a copy must be filed in the Branches ISO file.

2.5.7. The warranty report must be received within two weeks of receiving the claim.

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2.5.8. The warranty report from Parkhaven must be attached with the warranty claim in the ISO file.


2.6. At Parkhaven

- 2.6.1. On receipt, WS-DC-001 a report number (BITR 0000) reference number becomes the Warranty number allocated.
- 2.6.2. Serial Number also recorded on the database and is captured on the incoming motor schedule.
- 2.6.3. Goods will be inspected by Technician Motors and Drives.
- 2.6.4. The Technician Motors and Drives will give a brief assessment of the damage on the WS-DC-001.
- 2.6.5. The Technician Motors and Drives will be assessing whether the warranty claim will be accepted or not. If a warranty is possible the Technician Motors and Drives will arrange communication with the factory regarding the warranty, if the warranty is approved or rejected it will be confirmed on the WS-DC-001.

2.7. If the claim is granted

- 2.7.1. The Technician Motors and Drives will email the branch confirming the acceptance of the warranty claim. This e-mail must contain:
 - 2.7.1.1. Warranty report
 - 2.7.1.2. The part number
 - 2.7.1.3. The serial number
- 2.7.2. When the warranty approval is sent to the Branch the Credit Manager will be in copy informing her of the warranty after which the report, communication to the factory and approval by the factory will be sent to her to process the credit to the branch. The Credit Manager will assist with the credit process and stock adjustments. In the event the client has purchased a second motor a credit will need to be passed and the stock adjustment done on this motor and not a new motor or credit. The e-mail will contain:
 - 2.7.2.1 Warranty report
 - 2.7.2.2 E-mail communication with the factory – Approval and credit value.
- 2.7.3. The failed motor becomes the property of Bearings International once replaced.
- 2.7.4. The stock will be disposed of by the Warehouse Manager.

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2.8. If claim is rejected:

2.8.1. Technician Motors and Drives to prepare a report to customer indicating why this item has not been replaced under warranty.

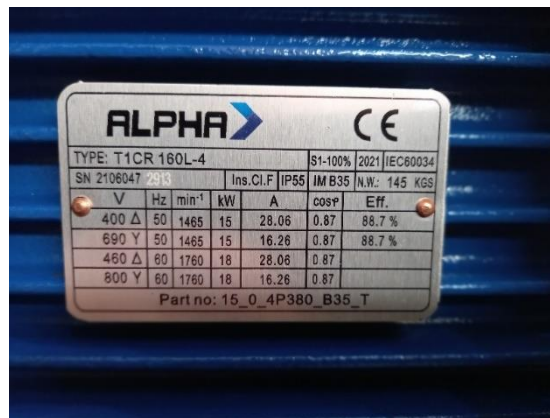
2.8.2. Goods sent back to branch if customer wants it back accompanied by a Manual Waybill note, the waybill number is logged on the incoming motor schedule.

2.8.3. Branch returns failed goods to customer and invoices a new item if required.

2.8.4. All the above entered into the incoming motor Schedule at Parkhaven.

2.9. Examples of connections


2.9.1. Delta connection.





The above is on Cast Iron motors from Frame size 112 and up.

Note at the bottom of the name plate is the following: -

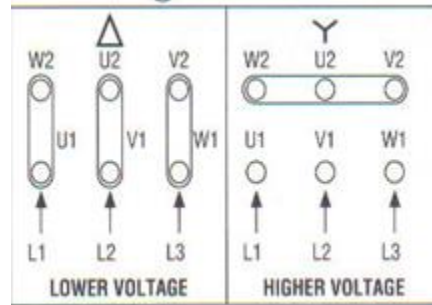
400 Δ	50	1465	15	28.06	0.87	88.7 %
690 Y	50	1465	15	16.26	0.87	88.7 %

This means the motor is connected in “Delta” 

Also note second row on name plate , this is how it comes from the factory.

See illustration of what is a “Delta”  connection and this is illustrated in the terminal box lid on the inside.

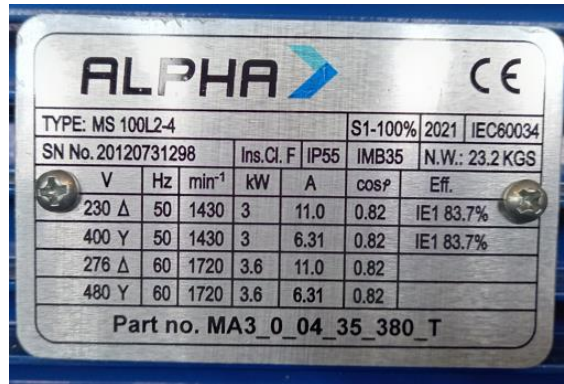
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2.9.2. Star connection

Star Connection on motors 3kW and below Aluminium and cast Iron three phase motors.

Example is on a 380V 3-Phase 50 Hz as shown below:-



Note at the bottom of the name plate is the following:

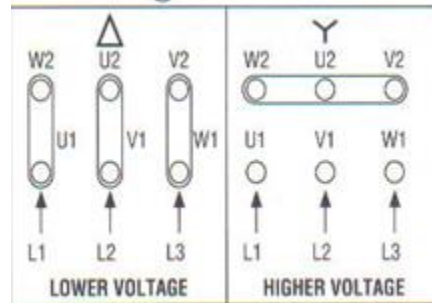
230 Δ	50	1430	3	11.0	0.82	IE1 83.7%
400 Y	50	1430	3	6.31	0.82	IE1 83.7%

This means the motor is connected in “Star” 400V

Also note second row on name plate **400 Y** , this is how it comes from the factory.

See illustration of what is a “Star” **400 Y** connection and this is illustrated in the terminal box lid on the inside.

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Overload condition.

The maximum current/ volts are stated on the name plate. Using the same 15kW name plate as shown above as an example.

V	Hz	min ⁻¹	kW	A	cosφ	Eff.
400 Δ	50	1465	15	28.06	0.87	88.7 %
690 Y	50	1465	15	16.26	0.87	88.7 %
460 Δ	60	1760	18	28.06	0.87	
800 Y	60	1760	18	16.26	0.87	

@400 V / DELTA / 50Hz on all three phases maximum amps allowed is 28.06 amps.

@690 V / STAR / 50Hz on all three phases maximum amps allowed is 16.26 amps and

@460 V / DELTA / 60Hz on all three phases maximum amps allowed is 28.06 amps.

Should the customer exceed the maximum allowed amps/volts on any phase then this is what will happen and there will be no warranty:

