

	INTEGRATED SHEQ MANAGEMENT SYSTEM <small>Quality assurance (ISO 9001:2015), Occupational Health & Safety (ISO 45001:2018), Environment (ISO 14001:2015)</small>		
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WARRANTY CLAIM POLICY

1. Introduction

This document is a short explanation of the processes that is used in order to process an Electric Motor Warranty Claim. This will ensure that warranty claims are processed in a controlled manner and allow for the adequate approval and processing thereof.

2. Procedure

2.1. At Branch

- 2.1.1. Branch to complete the prescribed Application for Warranty form Section A and Motor and application information on the second page. (WS-DC-001 – Application for Warranty Claim)
- 2.1.2. Send an email to Technical Support Motors and Drives at Parkhaven with a copy of the Warranty Claim form (WS-DC-001 – Application for Warranty Claim) and a copy of the original delivery note.

2.2. At Parkhaven

Motor warranty claims returned to Parkhaven will be opened and assessed by Technician Motors and Drives to determine the fault/warranty. A detailed report on the motor failure will be formulated with BTR Number will be processed by Technical Support Motors and Drives. If the warranty is approved the old motor will be scrapped at Parkhaven and a new motor will be made available to the branch however if the warranty is rejected the motor will be returned to the branch.