

Aurora Motors warrants its motor/product against defects in material and workmanship provided the motor/product has properly been cared for, installed, and operated in the application for which the motor/product was designed. Aurora Motors warrants its motor/product for 12 months after the date of installation or 24 months from the date of shipment, whichever expires first. This warranty shall be in lieu of any other warranty expressed or implied including but not limited to, any implied warranty of merchantability, or fitness for a particular purpose. A defective motor/product must be taken to an independent repair facility authorized by Aurora Motors for inspection or returned to Aurora Motors for completion of warranty. Any and all repairs must have a written authorization by Aurora Motors prior to such repair.

To claim a warranty on a motor/product, the purchaser must provide the original invoice, date of installation, authorized inspection report, cost of repair (authorized repair facility) and photographs/video of failure which support the warranty claim. Aurora Motors will be responsible for repairs or replacing the defective motor/product provided that the motor/product has an Aurora Motors nameplate on it and in fact is an Aurora Motors product, has never been altered, is returned, and freight pre-paid. Before returning the motor/product, a return merchandise authorized number (R.M.A.) must be obtained. Aurora Motors will pay the transportation charge one way only, from the warehouse to the customer. Aurora Motors is not responsible for any expenses in connection with any repair made by anyone other than the factory or an authorized service facility. Aurora Motors is not responsible for removal, installation, or other incidental expenses incurred in shipping the motor/product to or from facilities. The utilization of the thermistors and space heaters are required for warranty inspection.

Aurora Motors assumes no responsibility for consequential or incidental damages, including but not limited to, personal injury or labor costs arising from an operating failure of the motor/product for any reason whatsoever, nor does it assume responsibility for improper storage and handling by the distributor and/or end-user. Also, for warranty purposes, customer must be ready to provide relevant data to Aurora Motors such as the end-user and installer contact information, (preferably at the time of installation). Before a warranty can be determined, the warranty department needs documentation of what application the motor/product was being utilized for, date the motor/product was purchased, the date the motor/product was installed and if all wiring was properly connected, if both the thermistor and space heater had been installed correctly, if the motor/product had been properly filled with oil, and a complete description of the cause of failure.

Limited Warranty

Refer to Aurora Motors website for the most up-to-date warranty information. All Aurora Motors VHS Motors shall carry the limited warranty of 12 months after the date of installation, not to exceed 24 months from the date of shipment, terms and conditions of sales except those specifically listed below.

DEFERRED AND EXTENDED WARRANTIES (Optional Warranties)

Deferred and extended warranties, defined as follows, apply only to 5800 frame and larger vertical motors, for use in the continental United States only. All optional warranties must be approved in writing by Aurora Motors. Contact Warranty Dept. for approval.

Deferred Warranty

Aurora Motors limited warranty, as set forth in the standard terms and conditions of sale, shall apply subject to the following modification: for a % addition to the net price of the motor ("Net Adder"), the warranty period on the motor will be for a period of one year (or more for applicable products) from that date of initial operation, but not in excess of 36 months from the date of shipment subject to the following conditions:

1. That within thirty days prior to initial operation, an Aurora Motors authorized EASA facility, be hired by the Buyer at Buyer's expense, to thoroughly inspect the motor to ascertain that the motor is in "as shipped" condition. This inspection will include but not be limited to:
 - a. Megger test if winding insulation.
 - b. Internal inspection to determine that the winding has not been damaged and that the motor is clean and dry.
 - c. Inspection of the bearings to determine they have not been damaged and there is no water in the oil reservoirs.
 - d. External inspection to determine that no damage has been made.
2. Make any corrections which this inspection shows to be needed because the motor has been in storage or standing idle. These corrections will be made at Buyer's expense if corrections required are due to causes other than defects in material or workmanship. An affidavit certifying that the motor has successfully passed the inspections and is in "as shipped" condition shall be supplied to Aurora Motors by Buyer. Failure to provide Aurora Motors with the affidavit certifying that the motor has passed inspection and is in "as shipped" condition will result in voiding the warranty.

Extended Warranty

When Buyer's specification requires a warranty period longer than the limited warranty set forth in Aurora Motors standard terms and conditions of sale, the net price of each motor will be increased according to the schedule. Aurora Motors may accept an order with up to 36 months coverage.

Warranty Claim Procedure

Our Warranty Policy, Procedures, and Product Service Contacts must be utilized when carrying out product warranty repairs and replacements. Warranty claims are administered through authorized Aurora Motor personnel. Contact Aurora Motors to utilize and pursue a warranty or service inquiry.

In the event of motor failure, please follow these steps to ensure that your claim is processed in a timely manner.

All warranty repairs require pre-authorization by Aurora Motors. This is to ensure the unit is still within the guidelines of the time frame required for a warranty claim. Please call (888) 888-4055 or (510) 264-1318 for more information or visit our website: www.aurora-motors.com

Step: 1

Complete Aurora Motors Warranty Claim Form and email to sales@aurora-motors.com or fax to (510) 264-1317 along with the Application Record. In the warranty claim form, please include product identification information, including customer, purchaser, model number and serial number with a detailed description of the problem that is being experienced. Please also include evidence or any other proof (pictures or videos) that will help support the claim.

Step: 2

Aurora Motors Warranty Claim Department will investigate the claim depending on the evidence provided, Aurora Motors will determine if it will need to be shipped to an authorized certified EASA repair facility for repairs or to be shipped back to the warehouse facility. An Authorized Shipment form will need to be obtained before shipping. The location will be determined according to the designated location previously recorded on the Application Record at the time of installation.

NOTE: Customer will be required to pay freight from installation location plus shipping fees (if any) to the nearest facility authorized by Aurora Motors. Any claims for shortages or damages suffered in transit are the responsibility of Buyer and shall be submitted by Buyer directly to the carrier.

Step: 3

If shipped to a Certified EASA Facility, a Certified EASA Technician will determine the cause of the product failure. Upon Aurora Motors receiving this full detailed report, a decision will be concluded if it's a product/material failure due to the manufacturing of the product or caused by other failures.

Step: 4

At the time of the product failure, if an immediate replacement product is requested, Aurora Motors will ship the user a replacement. If the EASA Technician reports that it is not in fact a manufacturing failure, the buyer will be charged for the replacement. (Shipments only within the USA.)

