

LOW VOLTAGE MOTOR WARRANTY POLICY

HD Hyundai Electric provides a limited warranty against defects in materials and workmanship for a specified period. If the product's manufacturing date falls within this warranty period, no proof of purchase is required. However, if the production date is outside the stated warranty period, a copy of the invoice must be provided to verify the purchase date.

Warranty Period

Type of Product	Warranty Period*
Severe Duty Motors	36 months
IEEE841 Motors	60 months
Explosion Proof Motors	36 months
API661 Motors	60 months
Close-coupled JM/JP Motors	36 months
IEC Metric Severe Duty Motors	36 months
Custom Built Low Voltage Motors	12 months from invoice or 18 months from manufacturing, whichever earlier

*Warranty period is counted starting from the date of invoice.

No Fault Warranty

Motors under 30 horsepower are covered by a one-time "No Fault" warranty. This warranty may be claimed once per end user, per application. If additional failures occur, the standard warranty process will apply. All "No Fault" warranty claims must be submitted to LVmotor@heamerica.com within 30 days of the failure date. To process the claim, the following documentation must be submitted together.

- The original nameplate from the failed motor
- A copy of the original HD Hyundai Electric invoice, or the invoice number for the failed motor
- A brief description of the failure for quality-control purposes

Standard Warranty

HD Hyundai Electric requires the following items to be submitted to LVmotor@heamerica.com within 30 days of the failure date in order to process a warranty claim:

- Completed EASA warranty repair report
- Repair quote approved by HD Hyundai Electric
- Copy of the original HD Hyundai Electric invoice or invoice number of the failed motor
- Pictures supporting the claimed failure

Warranty Service

If an HD Hyundai Electric product is found to be defective in materials or workmanship during the warranty period, HD Hyundai Electric will, at its option and expense: (i) promptly repair or replace the product, or (ii) refund or issue a credit for the purchase price of the product. Warranty service does not extend or renew the original warranty period. Warranty coverage applies only to products that have been properly stored, maintained, operated, and used under the conditions for which they were designed. Any warranty repair performed by an EASA-certified shop must receive prior approval from HD Hyundai Electric. HD Hyundai Electric is not responsible for any costs related to installation, removal from service, transportation (freight), or any consequential expenses. THE FOREGOING REMEDIES SHALL BE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY.