



Expanded Rep Warranty Statement

The following info outlines some of the most common warranty extensions, exceptions, and requirements. Please contact parts@greenheck.com with your unit serial number if you have specific coverage questions.

Case # required:

Airxchange Energy Recovery Wheels/Cores
 HVLS
 Motor Starters
 RV & RVE
 Large Frame Motors – 254 Frame and Larger
 EC Titanium Motors with Integrated Drive

RGA Required - Orders will be invoiced. Credit to be issued upon return and evaluation.

- Actuators and/or Actuator Kits – Identified by the word ‘actuator’ in the material description:
 - Actuators and/or Actuator Kits with a **list** price over \$2,200 require RGA.
 - MP (Multi-Products): Quantities equaling **net** price over \$1,000 require RGA.
- HVLS Advanced Touchscreens (CAPS) – Return to HVLS Product/Component
- Motor Starters*. Return to PDC Motor Starters
- Sure Air Controllers (CAPS/MISC). Return to CVI - WI, Attn Sarah Sicker to return for vendor credit.
 - 384799-384803
 - 384986-384990
- VFDs & VGDs* – Return to VGDs. Drives must be returned with the black cover to qualify under warranty.
 - RV & RVE units with a valid case # referenced do not require RGA

*Starters and Drives manufactured by Franklin do not require RGA/Evaluation, unless requested by Engineering.

Warranty Period Extensions

- Airxchange Wheels/Cores: 5 years*. Case # is required for warranty approval.
 - *Motors: Motors follow the Manufacturer’s warranty (see page 1).
 Motor Label/tag will need to be returned on the [Motor Warranty Credit Form](#) after approval.
- Belimo Actuators: 5 years
- Honeywell Actuators: 5 years
- Motor Starters: Shipped prior to April 2024: 5 years. Shipped April 2024 and after: 2 years
- Siemens Actuators: 5 years
- VGD: 2 years
- VFD: 1 year* Business Unit may approve additional coverage with a valid case number.


Motors - Motors are warranted by the motor manufacturer from date of shipment from Greenheck.

1-year coverage: Single Phase motors. Includes Vari-Green branded motors 1HP & under.

3-year coverage: 3 Phase NEMA Premium and EC Titanium Motors with Integrated Drive.

Follow the instructions outlined on the Product Alert listed on each motor:

- **Large Frame Motors (254 Frame and Larger):**

 **WARRANTY : Large Frame Motor**
The following are required prior to ordering under warranty:

1. Valid Case # provided during troubleshooting with Greenheck Tech Support
2. Evaluation at a [Motor Service Center](#).


Case # must be entered in the No Charge/Warranty section at check-out to avoid order cancellation.

Step 1: Troubleshooting with the Greenheck Product Group is required to rule out install errors/field fixes/etc, prior to arranging service center evaluation. Troubleshooting/Case # does not indicate or imply motor warranty approval.

Step 2: Based on troubleshooting results, [Evaluation at a Motor Service Center](#) is required to validate warranty coverage by the motor manufacturer. **The service center will perform any repairs and may provide the replacement motor directly, if not repairable.** If the new motor is not provided directly by the service center, a completed evaluation report indicating that the motor is a total failure (non-repairable), and covered per the motor manufacturer, is needed to order a warranty replacement motor from Greenheck.

Case # must be referenced at check-out and evaluation report must be sent to parts@greenheck.com.

- **EC Titanium Motors with Integrated Drive:**


 **WARRANTY : EC Titanium Motor with Integrated Drive**
Troubleshooting is required for warranty approval. A valid case # must be entered at checkout or the order will be cancelled.

Warranty orders will be invoiced. Credit will be issued when the completed [Motor Warranty Credit Form](#) and failed motor tag are returned.

Step 1: Troubleshooting with the Greenheck Product Group is required to rule out install errors/field fixes/etc, prior to warranty order. Engineering may require a RGA to Greenheck for evaluation.

Step 2: If RGA to Greenheck is not required by engineering, return the failed motor label/tag return on the [Motor Warranty Credit Form](#) to receive credit on your replacement motor warranty order.

- **All Other Motors:**

 **WARRANTY : Tag Return Required**
Motor Warranty orders will be invoiced.

Credit will be issued when the completed [Motor Warranty Credit Form](#) and failed motor tag are returned.

Contact motorwarranty@greenheck.com with questions

Return the failed motor label/tag return on the [Motor Warranty Credit Form](#) to receive credit on your replacement motor warranty order.

Contact motorwarranty@greenheck.com with motor warranty questions.