



Quality LP Gas Products from a Company You Can Trust

Do you have a warranty issue with a Baldor Motor?

For warranty consideration, please review the manufacturer's warranty policy and choose one of the options below:

Contact the Manufacturer directly:

Phone: 479-646-4711

ABB Motors and Mechanical Inc.

5711 R.S. Boreham Jr. Street

Fort Smith, AR 72901

- OR -

Visit the Baldor website below to find an authorized Baldor Motor Repair Center in your area.

<https://www.baldor.com/resources-and-support/customer-support/service-centers>

IMPORTANT: For propane and other explosion proof motors, choose a facility that is UL Listed.



Standard Warranty Information for Baldor-Reliance® Products

Warranty return authorization policy / limited warranty policy for Baldor-Reliance® products

Scope of warranty

All Baldor-Reliance products are warranted against defects in workmanship and materials.

Warranty Service Center Locations:

Warranty service is available for all Baldor-Reliance products from ABB's Customer Service Center in Fort Smith, Arkansas, and from Baldor-Reliance Authorized Service Centers. A list of Authorized Service Centers is available on www.abb.com and from any ABB District Office or by contacting us at 479-646-5711.

Procedure to Receive Warranty Service:

Customers should take or ship "prepaid" the Baldor-Reliance product requiring warranty service to a Baldor-Reliance Authorized Service Center.

Repairs or Replacement within the Scope of the Warranty:

If a Baldor-Reliance product is defective due to workmanship or materials and the defect occurs during the warranty period, then ABB will either repair the product or replace it with a new one, whichever ABB believes to be appropriate under the circumstances. ABB is not responsible for removal and shipping of the Baldor-Reliance product to the service center, the re-installation of the Baldor-Reliance product upon its return to the customer, or any incidental or consequential damages resulting from the defect, removal, re-installation, and shipment or otherwise.

Warranty Period:

All Baldor-Reliance brand products are warranted against defects in workmanship and materials. Most are covered for 12 months from date of installation or 18 months from date of manufacture, whichever occurs first. Some products carry a longer warranty period as shown in the table below.

WARRANTY MATRIX for Baldor-Reliance Brand Products

Product Category	NEMA	
	Warranty Period	
	From Installation Date	From Manufacture Date
General purpose AC	18 months	24 months
Farm duty	24 months	30 months
Integral DC	24 months	30 months
RPM AC	24 months	30 months
Servo	24 months	30 months
General purpose - premium efficient	36 months	42 months
Washdown duty motors	36 months	42 months
Severe, Crusher, Quarry and Dirty duty	36 months	42 months
Large frame AC motors - stock	36 months	42 months
Farm duty - premium efficient	36 months	42 months
Inverter and Vector drive motors	36 months	42 months
Grinders / Buffers	36 months	42 months
IEEE 841XL and 661XL	60 months	66 months
RPM AC cooling tower	60 months	66 months
Product Category	IEC	
	Warranty Period	
	From Installation Date	From Manufacture Date
ABB LV IEC general performance	12 months	18 months
ABB MV IEC	12 months	18 months
ABB LV IEC ATEX	24 months	30 months
ABB LV IEC process performance	36 months	42 months



ABB MOTORS AND MECHANICAL INC.
PO BOX 2400, FORT SMITH, ARKANSAS 72902

Product Warranty Period Matrix

Motors

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Product Category	12 Months	18 Months	24 Months	36 Months	60 Months
Definite Purpose AC motors	X				
General Purpose AC motors		X			
General Purpose AC motor - Premium efficiency				X	
Severe, Crusher, Quarry and Dirty Duty				X	
IEEE 841XL and 66XL heat exchanger motors					X
Large frame NEMA CA motors (5000 and above)	X				
Large frame NEMA AC motors (stock product)				X	
Farm Duty motors			X		
Farm Duty motors - Premium efficiency				X	
AC and DC gearmotors	X				
Fractional DC motors	X				
Integral DC motors			X	Purchase Option	
IEC DMI motors	X		Purchase Option		
RPM AC motors			X		
RPM AC Direct Drive PM Cooling Tower motors					X
Inverter and Vector Drive motors				X	
V*S Master Inverter and Vector Drive motors				X	
Servo motors			X		
ABB LV IEC motors - General performance	X				
ABB LV IEC motors - Process performance				X	Option
ABB LV IEC motors - Hazardous area ATEX			X		
ABB MV IEC motors	X				
Custom motors				Follows appropriate product family above.	

Drives and Motion Control

Product Category	12 Months	18 Months	24 Months	36 Months	60 Months
ACB Inverters		X*	X*		
Soft Starters			X		
DC Controls			X		

*18 months from date of shipment/24 months from date of manufacture

Other

Product Category	12 Months	18 Months	24 Months	36 Months	60 Months
Grinder/Buffer products				X	
Gear reducers		X			

Warranty is based on date of manufacture as indicated on the product nameplate. ABB Motors and Mechanical Inc. reserves the right to repair or replace any product that is deemed to be in warranty. All warranty claims are subject to verification by inspection at an authorized service center or the factory. Warranty covers material and workmanship only. Proof of purchase may be required. A 6 month shelf life from date of manufacture will be allowed on all Baldor-Reliance products. (18 month warranty +6 month shelf life = 24 months from date of manufacture maximum.) Contact your local ABB Motor and Mechanical Inc. sales office for information on the extended warranty purchase option.

Note: Certain high thrust pump or heavy belted motors may have normal bearing life that is less than the motor warranty period.