

JAMES ELECTRIC – WARRANTY POLICY

Thank you for purchasing goods and/or services at James Electric Motor Services Ltd.

1. PARTS WARRANTY

- a. James Electric Motor Services Ltd will only process warranty claims for manufacturers and/or distributors that have approved James Electric as a Warranty Service Centre
- b. All parts warranties are subject to manufacturer's warranty policy
- c. If the part was not originally purchased at James Electric, James Electric will only exchange a manufacturer approved equivalent on an approved warranty claim (proof of purchase required)
- d. James Electric will only issue a credit on warranty parts if the products were purchased at James Electric otherwise it will result in an exchange of equal products
- e. Physical damage must be reported within 30 days of purchase.
- f. All warranty claims must be reported in writing immediately upon discovery of the defect and before expiry of the applicable warranty period.

2. IN SHOP LABOUR WARRANTY

- a. All repairs completed at James Electric are subject to a 90-day parts defect and workmanship warranty (see section 6. Exclusions)

3. FIELD SERVICE LABOUR

- a. All labour on repairs completed at the customer's site will be subject to a 90-day parts defect and workmanship warranty (see section 6. Exclusions)
- b. Field service labour **will not** be included in a warranty claim when field labour **was not** included in the original work order

4. MOTOR REWIND

- a. Motor rewinds will have a 1 year **in shop** parts and labour warranty (for field service warranty see 3b and 6a)

5. NEW PUMP BUILDS

- a. New pump builds will have a 1 year **in shop** parts and labour warranty (for field service warranty see 3b and 6a)
- b. If the warranty claim is a result of a defective component in the pump assembly, that component will be submitted under that manufacturer's warranty and a new mechanical seal and gasket will be supplied under James Electric warranty

6. MECHANICAL SEALS

- a. James Electric offers a ninety (90) day warranty from the date of purchase on all inside mechanical seals installed by the James Electric Service Department. This warranty does not apply to outside seals used on split-coupled pumps.
- b. The pump must be returned to James Electric for inspection, and the purchaser is responsible for advising the service intake representative that the pump is being returned for mechanical seal warranty service.
- c. All mechanical seal warranty claims are subject to inspection and approval by James Electric.
- d. If inspection indicates that water quality may be a contributing factor, James Electric may request a water sample for testing. Testing for iron oxide and other potentially harmful contaminants will be performed at no charge.
- e. If a requested water sample is not provided, any subsequent mechanical seal failure involving the same pump may be excluded from warranty coverage.
- f. The cost of removing the pump from service, transportation to and from the James Electric Service Centre, and any associated field labour are not covered under this warranty.
- g. Warranty coverage includes replacement of the original seal and the labour required to install the replacement seal.
- h. Where seal failure is determined to be caused by iron oxide or other contaminants within the system, James Electric may recommend a harder-faced seal as an alternative solution. If the purchaser elects to proceed with the upgraded seal, James Electric will provide the labour for installation, and the purchaser shall be responsible for any difference in seal cost.

7. EXCLUSIONS

- a. Mechanical seals are excluded from the standard warranty except as expressly covered under the Section 6 of this warranty policy or where replacement is required as part of an approved warranty repair.
- b. All defect and workmanship warranty claims **will not** include services such placement and/or removal of product by a third party
- c. If the warranty claim is a result of additional repair recommendations by a James Electric Service Technician which is not approved by customer, the warranty claim will be reviewed and a determination made by James Electric Management
- d. Freight **is not** covered under the supplier warranty policy; therefore, all customers are responsible for all shipping expenses. All shipments must be returned prepaid by the customer. Failure to do so will result in the charges deducted from credit
- e. James Electric reserves the **right to refuse** any returned parts if the item is an electronic part, the customer has installed the part, and/or the part has been shipped without proper protective packaging
- f. James Electric **is not** responsible for parts received that have been damaged by freight. This responsibility lies with the shipper (you, the customer) and the freight company
- g. An RGA number must be provided prior to returning any warranty product to James Electric

8. RESTOCKING & RETURNS

- a. All returns must be requested within 10 business days of sale. All stock returns are subject to a 25% restocking fee.
- b. A RGA number must be generated prior to returning any warranty product
- c. All shipments must be returned prepaid by the customer. Failure to do so will result in the charges deducted from credit
- d. All credits or exchanges on returns are subject to passing an inspection

9. MISCELLANEOUS

- a. Any legal action arising from a warranty claim must be commenced within one (1) year of the date the claim arose and in no event later than one (1) year after expiration of the applicable warranty period.

In the event of a conflict between this Warranty Policy and the Sales & Service Terms and Conditions, this Warranty shall govern solely with respect to warranty coverage and claims. All other matters shall be governed by the Sales & Service Terms and Conditions and Credit Application Terms and Conditions, where applicable.