

# Motor Warranty Claim Report



CONNEX INDUSTRIAL CORP.

Name of Vendor Connex Industrial Corp.  
 Address 4975 Avalon Ridge Parkway, Suite 200  
 City Norcross State GA  
 ZIP 30071  
 Tel: 1-877-884-2910 Fax: 770-248-9589

Name of Customer \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_  
 ZIP \_\_\_\_\_  
 Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Data of Purchase \_\_\_\_\_ Type of Driven Machine \_\_\_\_\_  
 Invoice No. \_\_\_\_\_ Manufacturer of Driven Machine \_\_\_\_\_  
 Date Put in Service \_\_\_\_\_ Is This Motor Used on an Inverter? YES Brand \_\_\_\_\_  
 Date of Failure or Defects Found \_\_\_\_\_ NO

Model No.	HP/KW	Frame	RPM	HZ	PH	Volt	Date Code	S./N.

Complaint:

Application Conditions:  
 - please specify application operating conditions and equipments used.

Circle one condition responsible for failure

Check other conditions found

STATOR

- 11 Shorted
- 12 Open
- 13 Grounded
- 14 Completely Burned
- 15 Phase Winding Burned
- 16 Main Winding Burned
- 17 Lead Broken or Disconnected
- 18 Leads Marked or Connected Wrong

CAPACITOR

- 21 Shorted
- 22 Open

ROTOR or ARMATURE

- 30 Shorted
- 31 Open
- 32 Grounded
- 33 Completely Burned
- 34 Shaft Explain
- 35 Fan Broken or Loose
- 36 Centrifugal Mechanism
- 37 Out of Balance
- 38 Brushes Worn or Stuck in Holders
- 39 Commutator or Collector Rings Worn or Damaged

SWITCH

- 41 Out of Adjustment
- 42 Damaged
- 43 Contact Burned
- 44 Contacts Burned
- 45 Shunt Lead Burned or Broken
- 46 Relay-Explain

TERMINAL BOARD

- 51 Contacts Burned
- 52 Terminal Loose
- 53 Terminal Burned

BEARINGS & LUBRICANT

- 61 Leaking Oil
- 62 Wicking Dry
- 63 Wicking Missing
- 64 Wicking Off Shaft
- 65 Bearing Worn or Loose in Housing
- 66 Bearing Tight
- 67 Bearing Rough - Explain
- 68 Rotor Rubs Stator

HOUSING or BRACKETS

- 71 Cracked or Broken
- 72 Bent or Distorted
- 73 Damaged-Explain
- 74 Faulty Manufacture-Explain

THERMAL PROTECTOR

- 81 Cycling or Premature Trip
- 82 Non-Reseting

MISCELLANEOUS

- 91 Magnetic Noise
- 92 Mechanical Noise
- 93 Excessive End-Play
- 94 Base or Mounting Parts
- 95 Wrong Speed or Rotation
- 96 Other-Explain

**Required Supporting Data:**

Digital photos ( 6-7 image files) to show the specific complaints, failure causes, and application conditions, etc. must be submitted when claim is filed. In case the motor has to be opened, Vendor's authorization must be obtained in advance.

\*\*\* If the motor in question is required to be shipped back for inspection, the shipment must be prepaid. Further details of Vendor's Warranty Policy can be found at [www.connex-electric.com](http://www.connex-electric.com).  
 \*\*\* Any claim submitted with missing required data will result in the claim being pended or being denied.

NAME (print) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

Date \_\_\_\_\_

FOR VENDOR USE ONLY

Authorization No. \_\_\_\_\_  
 Authorized by \_\_\_\_\_  
 Date \_\_\_\_\_