



Karlington Submersible Motors

All Karlington products are warranted to be free of defective materials and workmanship for a period of twelve (12) months from the date of installation, unless under the provision of the extended warranty (see Extended Warranty). Karlington assumes no responsibility for installation, removal or unauthorized repairs. Motor must be used within the normal conditions for which it was designed. Any alterations or installations that do not follow the stated motor specifications will void this warranty. In the case of defect, Karlington will make all decisions on the warranty work and/or replacement in writing.

Warranty Conditions

- 1) Nominal voltage and frequency must be within the limits of roughly 10% of the nominal value as stated in the Karlington motor specifications. Test of the voltage current will be required.
- 2) Suitable operating environment including adequate supply of cooling water over the motor must be present.
- 3) Appropriate pump load.
- 4) Motor usage must adhere explicitly to Karlington described motor use and specifications.

Extended Warranty

Warranty will be extended an additional 12 months with the purchase and installation of an approved motor protection monitor. Purchase and installation of a Karlington authorized motor protection device increases the warranty period to two (2) years from date of installation.

Warranty Policy and Procedure

All warranty requests will be handled from the point of sale. Karlington direct sales to OEMs or Distribution will be as follows:

1. Karlington Warranty Claim Form must be completely filled out and sent in by fax or email. In addition to sending by fax or email, a copy must accompany any returns.
2. Motor will be shipped to Manufacturer's designated warranty center for warranty determination at customer's expense.
3. If customer requires a replacement motor, it will be shipped in accordance with standard sales procedures.
4. Upon warranty determination, if motor is under warranty, a credit will be issued within 10 days of the date of determination.
5. If product failure is not a warrantable claim, OEM or Distributor will be liable for replacement costs.
6. Freight is not included and will not be credited.