

AbsolutAire, Inc.

Motor Return Procedure

Applies To:

U.S. Motors 40hp and larger,
A.O. Smith Motors 15hp and larger

Warranty Replacement: A defective motor listed above must be returned to the nearest Authorized Motor Service Center. The customer can have the motor repaired, scrapped, or replaced. The customer or the Motor Service Center must send the motor inspection report to AbsolutAire Inc. This can be done via fax @ 269-382-5291, email to twisser@absolutaire.com or via snail mail. This inspection report must include the unit serial number. AbsolutAire will review the report, and a determination will be made whether or not a warranty credit will be issued.

If for any reason the local Motor Service Center cannot replace the motor in a timely manner, AbsolutAire will ship a new replacement motor to the customer as soon as possible. In this case, the customer must still send their motor to the “nearest” Motor Service Center or AbsolutAire for inspection.

Replacement motors are shipped via ground, freight prepaid. The defective motor must be returned freight prepaid. If the motor is determined to be “not warrantable”, the customer pays for all freight.