



WARRANTY CLAIM PROCEDURE FOR PANELS WITH LIGHTNING AND SURGE PROTECTION

When filing a warranty claim for a failure caused by an overvoltage event you must have evidence to show the following:

1. The Strikesorb was connected properly when the overvoltage event occurred.
2. The panel was properly grounded when the overvoltage event occurred.

NOTE: Failure to provide evidence that shows that the Strikesorb was connected properly when the overvoltage event occurred and that the panel was properly grounded when the event occurred may result in the claim being declined.

Please follow the following procedure before disconnecting and/or removing the drive:

Step 1: Please provide a clear in-focus, well lit, high-resolution image taken with a camera or phone that will provide details of the enclosure and can be enlarged for evaluation. *See examples of the photos that are required below.*

Step 2: Have the motor control inspected by a qualified service shop to determine if the problem is a result of defects in materials and/or workmanship. If the problem is a result of defects in materials and/or workmanship North American Electric, Inc. will pay a reasonable fee for the inspection that will include a written warranty report that describes the cause of failure along with photographs that show, in detail, what is described in the warranty report.

Step 3: Contact our warranty department and be prepared to provide the following information and documentation:

1. Serial Number
2. Model Number
3. Inspection / Failure Report
4. Photographs showing the cause of failure
5. Estimated cost of repair

Step 4: Our warranty department will determine whether to replace or repair the defective motor control. DO NOT repair any motor control without prior written purchase order from North American Electric, Inc. Always be sure to take clear, well lit photographs before beginning any work.

Photo Examples:

For the warranty claim you will be asked to provide the original photos from the installation along with photos immediately after the failure occurred. This evidence will be required to determine the failure was due to faulty material and/or workmanship or if the failure was due to improper installation.



Front Enclosure
(closed door)



Front Enclosure
(open door)



Left-Side Enclosure



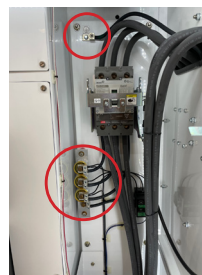
Right-Side Enclosure



Back-Side Enclosure



Enclosed Motor
Starter Label



Enclosure Grounding



Ground-wire to
Grounding Rod