



TERMS & CONDITIONS OF SALE FOR NO HASSLE EXCHANGE PROGRAM WITH LIGHTNING & SURGE PROTECTION

Terms & Conditions

“NO HASSLE” CHASSIS EXCHANGE PROGRAM

North American Electric’s (aka NAE) “No Hassle” Chassis Exchange Program is a revolutionary motor control panel warranty designed to keep you up and running. Our “No Hassle” Chassis Exchange Program makes it easy to exchange your Soft Starter or VFD chassis without needlessly having to purchase a chassis while at the same time minimizing unplanned downtime. Should your Soft Starter or VFD panel’s chassis fail, NAE will promptly ship a new or refurbished chassis for the duration of your selected warranty. Your entire panel is further protected with our three (3) year “Bumper to Bumper” coverage, even protecting against **line side** anomalies such as lightning, surges and severe overvoltage events, and **load side** anomalies such as single phasing, phase reversal and voltage unbalance. Your panel must be installed by an NAE Authorized or Certified Installer to qualify.

“NO HASSLE” CHASSIS EXCHANGE PROGRAM WARRANTY with “LIGHTNING & SURGE” PROTECTION

Soft Starter and VFD panel packages **must include “Lightning & Surge” Protection** to be eligible for our “No Hassle” Chassis Exchange Program Warranty. As an option, you can purchase “Lightning & Surge” Protection (LIST Price = \$949) which will automatically include our “No Hassle” Chassis Exchange Program Warranty on any Soft Starter or VFD panel packages.

“Lightning & Surge” Protection

“Lightning & Surge” Protection covering momentary anomalies such as:

- **Line side** events: lightning, surges and severe overvoltage
- **Load side** events: single phasing, phase reversal, and voltage unbalance

NOTE: This protection is not designed to withstand nor does it cover load side (downstream) lightning strikes or direct lightning strikes to the motor control panel. The panel must be properly grounded.

The “No Hassle” Chassis Exchange Program Warranty must be activated (See “**Obligations of the Customer**”). If the panel is installed by a North American Electric Authorized Installer, then the warranty period shall be three (3) years from the date of delivery. If the panel is installed by a North American Electric Certified Installer, then the warranty period shall be three (3) years from the date of installation. NAE Certified Installers have six (6) months from the date of delivery to commission the control panel, otherwise the warranty period shall be three years from the date of delivery. Chassis Exchange Program Warranty benefits include:

- “Bumper to Bumper” coverage of the entire panel package from 0 – 36 months from date of delivery
- Repair, replacement or credit of a panel package that is found to be defective due to faulty manufacture, design and/or defective materials
- Factory installed options sold with the panel package
- Cost of replacement parts or replacement of the chassis
- Cost of labor for repair work
- “Lightning & Surge” Protection covering momentary anomaly events:
 - **Line Side:** Lightning, Surge and Severe Overvoltage
 - **Load Side:** Single Phasing, Phase Reversal and Voltage Unbalance
- “No Hassle” Chassis Exchange Program offering same day shipment of exchanged chassis (Next Day Air, Second Day Air and Hot Shot Service are available for an additional charge)

OPTIONAL EXTENDED WARRANTIES

You may purchase and extend your panel’s aforementioned “No Hassle” Chassis Exchange Program warranty to provide additional protection for up to six (6) years by selecting one of the following:

Extended Warranty for the “Chassis Only”

An Extended Warranty for the Chassis Only” may be implemented providing up to six (6) years of coverage from the date of purchase by adding 3% of the total purchase price of the panel per year for years four (4), five (5) and six (6).

Extended “Bumper to Bumper” Warranty for the Entire Panel

An Extended “Bumper to Bumper” Warranty for the entire panel may be implemented providing up to six (6) years of coverage from the date of purchase by adding 5% of the total purchase price of the panel per year for years four (4), five (5) and six (6).





“NO HASSLE” CHASSIS EXCHANGE PROGRAM WITH “LIGHTNING & SURGE” PROTECTION

OBLIGATIONS OF THE CUSTOMER

NAE’s revolutionary “No Hassle” Chassis Exchange Program with Lightning & Surge Protection is intended for Soft Starter and VFD panels which can be shipped to and repaired utilizing our authorized chassis repair facility (See “No Hassle” Chassis Exchange Program Claim Procedures). The customer is required to have an Authorized or Certified Installer activate this warranty by following our “Start Up and Installation Requirements”.

Start Up and Installation Requirements

The Soft Starter and VFD panel must be installed by a NAE Authorized or Certified Installer. A NAE Chassis Exchange Program Installation Form must be filled out and submitted to North American Electric, Inc. within fifteen (15) days from the date the panel is installed and prior to any claim or the “No Hassle” Chassis Exchange Program Warranty with “Lightning & Surge” Protection is considered void. Certified Installer classes are offered in Hernando, Mississippi. You can find updated information on the following topics at the link listed below:

- How to become a NAE Authorized Installer
- How to become a NAE Certified Installer
- NAE Chassis Exchange Program Installation Form
- NAE University Class Schedule

www.naemotors.com/chassisexchangeprogram

“No Hassle” Chassis Exchange Program Claims Procedures: What You Must Do

- 1) Contact North American Electric, Inc. and open a claim for your failed Soft Starter or VFD chassis

Refer to our **“Electric Motor Controls Warranty Claim Procedure”**

- 2) Issue a purchase order for a replacement Soft Starter or VFD chassis
- 3) Return the defective chassis to North American Electric, Inc. for warranty inspection
- 4) If the failure is due to defective materials and/or workmanship then NAE will credit you for the replacement chassis
- 5) If the failure is not due to defective materials and/or workmanship then you will be responsible for payment of the replacement invoice

WARRANTY EXCLUSIONS

- 1) Any loss or damages caused by an improperly grounded panel
- 2) Any loss or damages caused by a defective product
- 3) Any costs and expenses resulting from onsite repair
- 4) Travel costs and expenses resulting from onsite repair
- 5) Dismantling, installation or commissioning of the product
- 6) Defects caused by normal wear and tear or external factors, such as:
 - a. Incorrect grounding of the panel
 - b. Incorrect installation
 - c. Incorrect operation and maintenance
 - d. Improper connection to peripheral or third party products
 - e. Use of unauthorized spare parts
 - f. Modification or repair performed by a person not authorized by North American Electric, Inc.
 - g. Natural disaster
 - h. Connection to irregular voltage sources
 - i. Operation outside the usage of parameters stated in the user’s manual
 - j. Lightning & Surge Protection that is disabled
- 7) Peripheral items and options not purchased with the drive
- 8) Cost of freight to ship product from installation to North American Electric, Inc. repair facility and back
- 9) Customs duties and taxes

This “No Hassle” Chassis Exchange Warranty Protection is being offered by North American Electric, Inc. The manufacturer of the chassis is not liable for any claims made under this warranty. All claims should be made directly with North American Electric, Inc.





IMPORTANT SAFETY AND WARRANTY INFORMATION REGARDING STRIKESORB LIGHTNING AND SURGE PROTECTION

PLEASE READ

When ordering a panel that is covered under our Three (3) Year “Bumper to Bumper” Warranty with Lightning & Surge Protection and our “No-Hassle” Chassis Exchange Program, a Strikesorb Surge Protector will be installed in the motor control panel. It is important for both SAFETY and the integrity of the surge protection that you order the correct Strikesorb Module. You need to choose one of the following options:

Strikesorb 30-A: designed for use on a 240 Volt Three Phase System (120-150 VAC to ground)

Strikesorb 30-B: designed for use on a 480 Volt Three Phase System (240-275 VAC to ground)

Strikesorb 30-C: designed for use on a 480 Volt Three Phase System (277-350 VAC to ground)

Strikesorb 30-D: designed for use on a 480 Volt Three Phase System (480-550 VAC to ground)

NOTE: On 3/60/480VAC with a grounded leg, there will be no module connected to the grounded leg.

Please specify which Strikesorb you need in writing on your purchase order.

The overwhelming majority of the panels that we build require the Strikesorb 30-C module. Therefore, we have standardized on this module. If you do not specify otherwise, we will install the Strikesorb 30-C module in your panel.

Not selecting the correct Strikesorb module that is specifically designed for your power system can cause a safety hazard that can result in serious injury or death. Without the correct Strikesorb module installed your motor control panel will NOT be protected from lightning and/or power surges which will void your warranty.

Upon receiving your motor control panel, information is provided making the installer aware of the installation information for the Strikesorb unit. If the installer determines that a different Strikesorb module is required for the power system please STOP and call North American Electric at (800) 884-0405. We will gladly exchange the Strikesorb module at no additional charge.

For more detailed information regarding choosing the correct Strikesorb 30 Module please visit <https://naelectric.mycimcloud.com/uploads/g02-01-189-strikesorb-30.pdf>

