

A large, light blue graphic of a curved arrow pointing upwards and to the right, partially overlapping the "STANDARD WARRANTY" text.

# STANDARD WARRANTY

REV. 1/18/24

## Standard Warranty Information for One Motion™ Products

This warranty is the Customer's only and exclusive remedy for any defect in or malfunction of the products Actionpaq sells.

The Customer will hold Actionpaq harmless from claims of third parties arising out of explicit or implied warranties made by the Customer that are different from or additional to this Warranty.

### Scope of Warranty

Actionpaq warrants its One Motion™ products against defects in material and workmanship based on normal operating conditions and use (unless otherwise previously agreed in writing at the time of purchase) if properly maintained and cleaned by the purchaser. If a One Motion™ product defects within the warranty period due to materials or faulty workmanship, then One Motion™ will either repair or replace the product, whichever One Motion™ deems most appropriate for the given situation.

### Warranty Period

The period of warranty is 36-months from the date of product delivery. For product sold to an OEM, the warranty period is 36-months from date of commissioning of the equipment using the One Motion product, provided the date is confirmed by the OEM in writing at the time of commissioning. Failure to communicate the commissioning date will automatically set the time of delivery to OEM's factory as the start of the warranty period. In any case, the warranty period cannot be extended beyond 4 years from the initial time of delivery to the OEM's factory.

### Warranty Restrictions

One Motion™ and their distributors do not accept any liability for failure or damage to the product due to the following:

- Failure to use a control device that includes functions for permanent magnet motors.
- Failure to setup the mag-drive per Actionpaq setup documentation and guidelines
- Use of the One Motion™ products outside the specifications stated on the data plate of the mag-drive
- Use of the One Motion™ products outside the specifications stated in the proposal document submitted by Actionpaq.
- Any alteration made to the One Motion product will void this warranty unless previously agreed in writing by Actionpaq.

### **Additional Exclusions:**

Actionpaq does not cover the following conditions:

- Rubber lagging or other added materials due to normal wear or misuse.
- Costs of removal and return of the product to Actionpaq's warehouse under the terms of this warranty
- Shipping costs from Actionpaq's warehouse to the customer's plant.
- Installation costs of the replacement unit sent by Actionpaq
- Damage to other equipment used in connection with the product under warranty.
- Loss of earnings, personal injury and any other consequential loss, damage (property or otherwise) or expense whatsoever arising out of the installation, use or service of Actionpaq products.

### **Warranty Service Procedure:**

Prior to returning any One Motion™ products, the Customer should verify all VFD Parameters are set to the manufacturer's factory specifications. Actionpaq customer support is also available to trouble shoot performance issues. (troubleshoot)

Prior to shipping, please contact Customer Service (OM.Orders@Actionpaq.com) to request an RMA number for identification of your warranty claim. Mag-drives returned as warranty claims will be evaluated to verify that failure was due to a defect and not improper use.

To begin a warranty claim, customers should contact One Motion™ customer support and provide the following details:

- Purchase Order
- Product Number
- A detailed description of the issue (when did the issue start, what might have caused the issue, any error messages, etc.)
- Additional support documentation may be requested by customer support to best facilitate your claim

### **Warranty Service Location and Contact:**

For warranty service, please email OM.Orders@Actionpaq.com or call (479) 358-1173 to speak with a One Motion™ representative. All warranty reviews, repairs, and replacements are performed at Actionpaq headquarters in Rogers, AR.