

Q: Do I need to call before I send in a driver or motor for repair?

A: Yes. All Return and Repairs require that a Return Materials Authorization (RMA) number be generated to track the transaction. You can call our Customer Service Dept., or download a RMA Request form (found under SUPPORT, Customer Service tab on our web site). Product returned without a RMA# will NOT be processed. Typical repairs will take 10 *business* days. Large motors and gearboxes may take up to 45 days. Anaheim Automation charges a "flat-rate" repair fee for products not covered under warranty, regardless of the problem found.

Some items are so inexpensive that the Shipping to/from will cost more than the original item. If the item is under warranty, AAI will likely just replace it with a new item, once it is determined why it failed. If the customer is looking for a return for CREDIT, AAI must inspect and test the item. In all cases a RMA number is required.

Ship Returns/Repairs to: Anaheim Automation Inc., 4985 E Landon Dr, Anaheim, CA 92807. Clearly mark each carton with the assigned RMA number.

Important Notes:

Anaheim Automation keeps RMA numbers active for 30 days after the RMA request date. After 30 days, the RMA will be deleted from our records. Any product not returned to Anaheim Automation within 30 days, will require a new RMA#.

CREDIT for returns will be solely determined by Anaheim Automation, following inspection and test. **Anaheim Automation is not responsible for damages during transit.**

Q: Can I get a "rush" repair?

A: It depends on the product. Customers must call ahead for a RMA (Return Materials Authorization), provide a purchase order for charges and specify this repair is a "RUSH". If the unit is received before 12:00 NOON, it usually ships the next day. After 12:00 NOON, it ships within two full days. Typical repairs have a 10 business days turn-around. **Please Note:** Anaheim Automation does NOT repair KINCO motors, Drives, nor the HMIs. Usually it is not cost-effective for the customer or Anaheim Automation to return very low-cost products that are past their warranty period. In such cases, AAI accepts products for RETURN if they are under warranty. The warranty period is 12 months from the original invoice date.

Q: What is the warranty period for Anaheim Automation products?

A: The warranty period is 12 months from the date of the invoice/packing list. The warranty is void if the failure was caused by misuse, neglect, mis-wiring, or if the product was modified by the customer. See our full Terms and Conditions on our web site for more details.

Q: Why does Anaheim Automation charge a "flat-rate" repair charge for drivers and controllers?

A: It is the most expedient way to handle repairs. For example: each driver/controller will go through the same inspection, repair and burn-in procedures, regardless of what is found to be the problem. The components are typically the least expensive aspect of the repair process. The labor and handling of the products are the most time-consuming and costly.

Q: Why was I quoted by Anaheim Automation a "flat-rate" repair charge for my driver when no problem was found?

A: More than 50% of all "Returns for Repair" fall under the "No Problem Found" category. Something else in the customer's machine or process is causing the real problem, but the driver and/or motor is sent to Anaheim Automation



to eliminate the possibility of being it/them being the culprit. Each driver/controller will go through the same repair and burn-in procedures, even when there is no problem found. In fact, it typically takes longer on the test bench for "NPF" repairs, because the technician keeps searching for problems that don't materialize. Components are typically the least expensive aspect of the repair process. Handling, test, inspection and burn-in aspects of the repair are the most time-consuming and costly.

Q: Why was I told by your Customer Service representative that I could not send my motor in for repair?

A: Depending upon the motor, it is just not cost-effective for the customer or Anaheim Automation to repair motors. Most motors are dense (weighty), therefore, once the warranty period has expired, the costs for shipping to/from, the cost of the repair, and handling costs make the "repair" too expensive. For smaller motors, purchased in larger quantities, the costs exceed the costs of a new motor. For larger, more expensive motors, this may not be true. Speak to a Customer Service representative for more details. There may be some local repair houses that will perform repairs on motors. Unfortunately, Anaheim Automation does not have a list to provide to you of qualified repair companies.

Q: Can I return a motor if it isn't compatible with my drive and power supply?

A: Yes, as long as the motor leads have not been cut and the shaft has not been altered. *All products must be in "re-sellable" condition for an exchange or to receive credit.*

Q: Can I buy components to fix a board?

A: No. We prefer that you send us the board for test and evaluation. You will void the warranty when you perform your own repairs.

Q: I was told a driver I purchased only nine months ago was "non-repairable" and that I had "voided the warranty." Under what circumstances is a product sent in for Repair and under the warranty period, still not covered?

A: When a product is damaged due to misuse, abuse, negligence, exposure to poor environmental conditions, an accident, power surge, lightning, improper installation or hook-up, or if it has been modified or dismantled, is it no longer covered under warranty. If there is evidence of an attempted repair that was not done by Anaheim Automation, the warranty is void. If there is evidence the product was used in a poor environment, such as rust from condensation, the warranty is void. If there are burnt traces from mis-wiring, the warranty is void. Please see our section regarding Environmental Considerations on our web site.

Q: My order arrived, but the motor is damaged. The carton was torn and dirty. What do I do now?

A: Anaheim Automation ships FOB Anaheim, California, USA. Claims for loss or damages during transit are filed against the carrier, such as UPS, FedEx, Airborne, etc.. Take a photo of how your package arrived and contact the carrier immediately. Most carriers have limitations, so file your claim as soon as possible. Not, we do NOT automatically insure product shipments. Should you like to insure your AAI shipments, please contact Customer Service for the additional expenses that will incur.

Q: Is my warranty void if I use another manufacturer's motor with an Anaheim Automation driver?

A: No, not when the driver/motor specifications are met and are a good match. Many customers successfully use our drivers with other manufacturer's motors, and our motors with others drivers. Please note that typically when both the motors and drivers are purchased from Anaheim Automation, there is a substantial discount.

