



GE Fanuc Automation, Inc.

2500 Austin Drive
Charlottesville, VA 22911
United States

FACTORY REPAIR

GE Fanuc operates a factory repair service, which provides a lower cost alternative to new part purchases. To inquire about repairs, please proceed as follows when calling GE Fanuc:

- Provide the Part Number to be repaired (usually printed on the part).
- Have the symptom or problem when calling; this will help determine if the part is repairable and help our technicians focus on the solution, once the part is received.
- We will then determine if the part is repairable and provide an estimate for the repair price and a "Return Material Authorization" (RMA).
- Ship the part to the address printed on the RMA. Include the RMA in the package so that, upon receipt, the part owner and symptoms can be quickly identified and the material forwarded to the appropriate repair station without delay.

Repair Policies

- A "Repair Report" stating the part condition as received, the tests performed after repair and the components replaced, is included with each part repaired.
- For most components the repair price is 35% of the NET PRICE of the same part, if purchased new.
- Motors are quoted on a case-by-case basis after a repair estimate is completed; the nominal charge to provide a motor repair estimate is \$150 and is waived if you approve the motor repair.
- Repairs are warranted for 12 months from the date of shipment. Motors received for repair with liquid contamination are repaired on a "best effort" basis and the repair is warranted for 30 days from the return date from GE Fanuc. To submit a warranty request, the Customer must provide the Purchase Order Number under which the motor repair was ordered.
- Some parts are not repairable by GE Fanuc - among them are Pulse Coders, Tacho-generators, Resolvers and consumable parts.
- Physically damaged or third party modified printed circuit boards may not be repairable. Only "best-possible" effort will be attempted and the repair may not be covered by our warranty.
- Customer is requested to pay transportation costs.

Motor Repairs

To minimize costs, motor repairs are priced on a case-by-case basis. The nominal cost to evaluate and quote each motor repair is only invoiced if the you decide not to go ahead and repair the motor after the quotation is submitted. The procedure to request a motor repair is as follows:

1. Before calling GE Fanuc, please be prepared to provide:
 - a. Purchase Order for the motor evaluation

- b. Motor part number (can be found on motor nameplate)
 - c. Company, contact and shipping information
 - d. Motor problem or symptom to guide our technicians.
2. A Returned Material Authorization (RMA) will faxed to you that contains shipping instructions. The RMA must be returned with the motor to help identify the order once the material arrives in our dock.
 3. Upon receipt, GE Fanuc will disassemble the motor for evaluation and will provide a verbal estimate and quotation for the repair. A written quotation is available on request.
 4. If you confirm that the motor is to be repaired, then you must issues a purchase order to complete the repair.
 5. Please note that, once disassembled, a motor can only be scrapped, repaired or returned to the requester in the disassembled state. The \$150 evaluation fee can only be waived if you decide to repair the motor.