

## Repair Process & Terms

1. All material returned to Nidec Industrial Automation is required to have an RMA Number for tracking purposes.
2. The following information is required:
  - Company Name, Billing and Shipping Addresses, Telephone and Fax Numbers, and a Contact Person
  - Part Number and Serial Number
  - Purchase Order Number or Credit Card (Visa, MasterCard, American Express)
  - Reason for Return: problems, symptoms
  - Any Special Handling Instructions
3. Upon receipt of the above information, an RMA Number will be assigned. The RMA Number must appear on all packages and documents sent with the units to be repaired.
4. Repair Turn-Around Time - All standard product drives have a 5-day turnaround. (The turnaround days do not include the date of receipt, Saturday, Sunday, or Holidays)
  - a. Emergency Breakdown (EB) service is available. With this expedited service, you can expect turn-around in 24 to 48 hours. This is available for an additional 20% of the quoted price (minimum charge is \$320.00).
  - b. Legacy Products may not qualify for the guaranteed turn-around times. You will be quoted an estimated time of turnaround when the RMA Number is assigned.
5. Repair Pricing - All standard product drives carry a fixed price for the repair. If the equipment is found to have no problems found upon inspection, diagnosis and test, a Re-Certification fee will apply in place of the Repair Price. The minimum Recertification fee is \$320 and includes full diagnosis, testing, factory updates, and a one-year warranty on the equipment.
6. Shipping Cost - All Shipping and transport costs for repairs are the responsibility of the customer. In the case of repairs for equipment failed under warranty, Control Techniques will only absorb the transport cost back to the customer.
7. Warranty - All standard product drives repaired by Nidec Industrial Automation carry a comprehensive one-year warranty. Exceptions may be motors and/or some Legacy product, where the warranty is different. You will be notified of the warranty period at the time the RMA Number is assigned.
8. Payment Terms - Purchase Order, Credit Card, Check, or fund transfer is required.
  - a. Payment by Check: Remit to: Nidec Industrial Automation USA LLC, PO Box 70141, Chicago, IL 60673
  - b. Payment by Transfer of Funds: Transfer funds to: Nidec Industrial Automation USA LLC, 525 West Monroe, Suite 261, Chicago, IL 60673. Acct #5139007, ABA/Routing #07000013; Swift Address: CHASUS33
  - c. Payment by Credit Card: We accept Visa, MasterCard, and American Express.

Please reference your order number or invoice number with payment.  
RELEASED JAN 2018 - Version Update 1-26-2018