

12 MONTHS ON TOP – AN EXTRA YEAR OF REASSURANCE

Answers to the most frequently asked questions

up
to date

EXTENDED WARRANTY PERIOD FOR GEAR UNITS AND GEARMOTORS

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Extended protection Thanks to extended statutory warranty period



The system projects that use our drive technology are becoming increasingly complex and time-consuming to implement. As a result, it can happen that customers install components they have already ordered and received in the machine, without immediately moving to startup. Only once the entire system is complete and set up is it accepted by the end customer and production can start. However, the statutory warranty period usually begins on the date of receipt (passing of risk), not the first time the gearmotor is switched on.

Our aim, though, is to ensure you are kept on the safe side. With our extended warranty period, we offer you an additional 12 months of 100% reassurance to the same level as the statutory warranty on new drives that are equipped with our PREMIUM protection package. This is regardless of whether the drive is started up later for project reasons or is put into operation on the first day after delivery.

Here, our FAQs go into more detail about what that means.

FAQs

> WHAT DOES THE STATUTORY WARRANTY INCLUDE?

If an item is faulty at the passing of risk, the seller is liable for subsequent performance (repair or replacement) within the statutory warranty period. Buyers of our products naturally also have this right. As a rule, the warranty period begins on delivery of the item (passing of risk).

The length of the statutory warranty period varies from country to country. In Germany and most other EU countries, it is two years.

> WHEN AND HOW IS THE OPTIONAL 12-MONTH EXTENDED WARRANTY PERIOD FROM SEW-EURODRIVE AVAILABLE? WHAT CONDITIONS ARE ATTACHED TO IT?

The extended warranty period can be selected when ordering a new gear unit or gearmotor.

The only condition is that the gear units or gearmotors must be equipped with the PREMIUM protection package from SEW-EURODRIVE (Premium Sine Seal oil seal on the input end, FKM sealing ring on the output side, SEW GearOil) when ordering. Otherwise, the same conditions apply during the SEW-EURODRIVE extended warranty period as during the statutory warranty period.

➤ **FOR WHICH PRODUCTS IS THE EXTENDED WARRANTY PERIOD OFFERED?**

The warranty period for the following drives can be extended by 12 months when they are covered by PREMIUM protection:

- **Standard gear units and gearmotors**
 - with DR..., DRN..., DR2S... asynchronous motors
 - with CMP(Z)..., CM3C... servomotors
 - with AM..., AR..., AQ..., EWH... adapters
 - with AD..., AT... input components
- **MOVIGEAR® (Generation C)**



➤ **DO I HAVE TO REGISTER MY GEAR UNIT/GEARMOTOR FOR THE EXTENDED WARRANTY PERIOD?**

No. The extended warranty period can be selected/configured directly when ordering a new drive. It is therefore part of your order. Additional registration is not required. Unfortunately, it is not possible to extend the warranty period for a drive that has already been delivered.

➤ **I HAVE ALREADY CONTRACTUALLY AGREED A WARRANTY PERIOD WITH SEW-EURODRIVE THAT IS LONGER THAN THE STATUTORY WARRANTY PERIOD. CAN I RECEIVE THE OPTION OF THE SEW-EURODRIVE EXTENDED WARRANTY ON TOP OF THAT?**

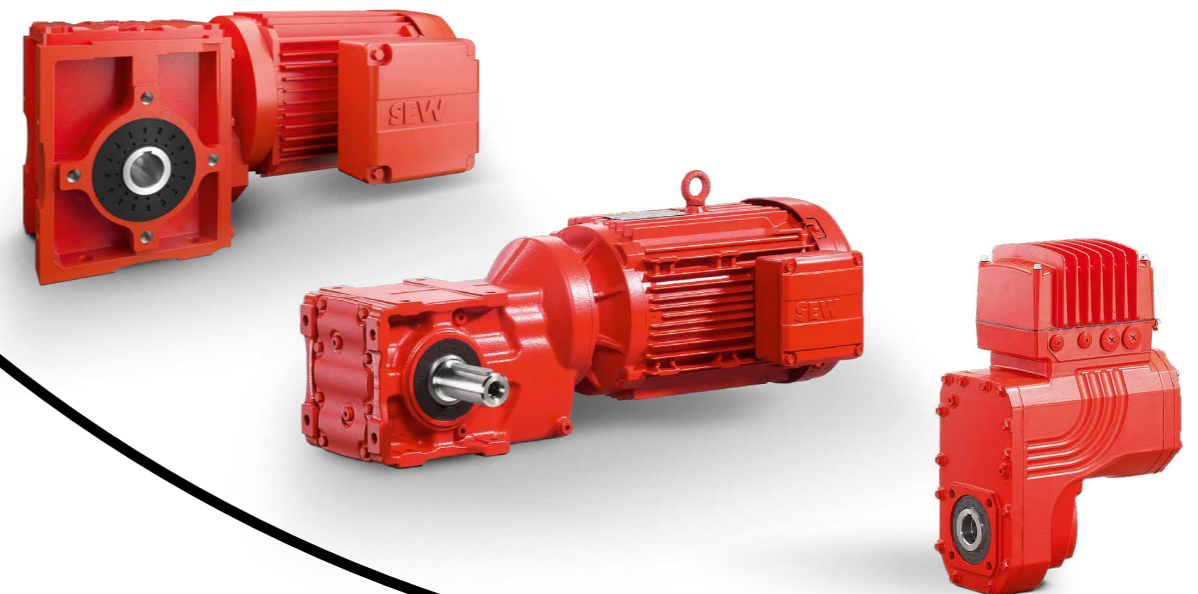
The "extended warranty" option from SEW-EURODRIVE only enables you to add 12 months to the statutory warranty period applicable in the country of delivery. If different warranty periods have been contractually agreed, it is possible to switch to PREMIUM protection.

➤ **HOW LONG AFTER THE INSTALLATION OF THE DRIVES DO MY RIGHTS UNDER THE EXTENDED WARRANTY PERIOD REMAIN VALID?**

As a rule, the statutory warranty period always begins on delivery of the item (passing of risk). This also applies to our gear units and gearmotors, no matter whether these are first put into storage or installed and started up immediately. Our additional protection in the form of the "extended warranty" begins once the statutory warranty period expires.

➤ **WHAT SHOULD I DO IF I DISCOVER A FAULT IN MY GEAR UNIT/GEARMOTOR DURING THE PERIOD OF THE EXTENDED WARRANTY?**

The procedure and our services are the same as during the statutory warranty period. Please consult our general terms and conditions, which you will find on our website at www.sew-eurodrive.de/meta-pages/general_terms_and_conditions.html.



Use of
SEW GearOil



ADVANTAGES OF SEW-EURODRIVE PREMIUM PROTECTION

Alongside the extended warranty, the high-quality components contained in our PREMIUM protection package bring further advantages for users.

> UNDER WHAT CONDITIONS DOES THE EXTENDED WARRANTY PERIOD ORDERED WITH A DRIVE NOT APPLY?

The extended warranty only applies within the additional 12 months after expiration of the statutory warranty period. In the same way as for the statutory warranty, it must be ensured that the drive has been suitably stored, installed and operated. You can find more detailed information in our general terms and conditions at www.sew-eurodrive.de/meta-pages/general_terms_and_conditions.html.

> CAN THE PREMIUM PROTECTION PACKAGE ONLY BE ORDERED FOR NEW DRIVES, OR IS IT ALSO AVAILABLE FOR REPAIRS TO EXISTING DRIVES?

Of course the high-quality components of the PREMIUM protection package can also be installed during repairs to an existing drive. This has the advantages described in the overview.

- ↘ Reduction in
 - Heat generation
 - Wear
 - Friction

up to **20 000^h**
service life (Premium Sine Seal oil seal)

Reduces wear by up to **80%**
(Premium Sine Seal oil seal)



PREMIUM-PROTECTION PACKAGE	WITHOUT	WITH
Seal (input end)		
Motor/adapter	Standard sealing ring	Premium Sine Seal oil seal
Heat generation	Standard	Reduced
Wear	Standard	Reduced by up to 80%
Thermal power losses due to friction	Standard	Reduced by up to 45%
Service life	Standard (approx. 10 000 hours, depending on operating conditions)	Doubled (approx. 20 000 hours, depending on operating conditions)
Seal (output side)		
Gear unit output shaft (application)	Standard sealing ring	High-quality FKM oil seal
Material	Standard NBR (nitrile rubber)	High-quality FKM (fluorocarbon rubber)
Temperature resistance	Standard	Increased
Chemical resistance	Standard	Increased



PREMIUM-PROTECTION PACKAGE	WITHOUT	WITH
Lubrication	Standard gear unit oil	SEW GearOil
Special formulation and logistics for long-lasting top quality worldwide	No	Yes
Damage load stage to FZG scuff test DIN ISO 14635-1, A/8.3/90	Standard, ≥ 12	High to > 14
Wear protection for rolling bearings to FE8 rolling bearing test (DIN 51819-3, D 7,5/80-80)	Standard, ≤ 30 mg	Improved, ≤ 5 mg
Resistance to aging	Standard	Increased
Service life	Standard	Extended by up to 50%
Storage time for oil packaging units (barrel, canister)	Standard, up to 3 years	Extended, up to 6 years, depending on the lubricant
Best test results in the relevant lubricant category, in line with the stringent quality requirements of SEW-EURODRIVE testing specification no. 07 004 03 13	No	Yes

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* This option can only be purchased as an extension to the statutory warranty period. If different warranty periods have been contractually agreed, it is possible to switch to PREMIUM protection.

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to date**

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