

**BROTHER GEARMOTOR  
LIMITED WARRANTY  
(USA)**

**Limited Warranty:**

- All Products (defined below) are warranted against defects in materials and workmanship FOR A PERIOD OF 5 YEARS from the date of such Product manufacture.
- The foregoing constitutes Brother's only warranty in connection with the Product; and is in lieu of all other warranties, expressed or implied, written or oral.
- There are no implied warranties of merchantability or fitness for a particular purpose that apply to the Product.

**What is covered:**

- All Brother gearmotors ("Products").

**What is the length of the Limited Warranty:**

- Five years from the Product's date of manufacture.

**What is NOT covered under this Limited Warranty:**

- Failures due to wearable components, including, but not limited to, bearings and seals.
- Failures not reported in writing to Brother within the Limited Warranty period.
- Failures or damages due to mis-application, abuse, improper installation or abnormal conditions of temperature, humidity, dirt or corrosive matter.
- Failures due to operation, either intentional or otherwise, above rated capacities or in an otherwise improper manner.
- Product which has, in any way, been tampered with or altered by anyone other than an authorized representative of Brother.
- Expenses incurred by the Purchaser in an attempt to repair or rework an allegedly defective product.
- Product damaged in shipment or otherwise without the fault of Brother.

**What to do if you think your gearmotor is eligible for warranty service:**

- Report your issue to Customer Service via email to [garmotor.orders@brother.com](mailto:garmotor.orders@brother.com) or call (866) 523-6283, and select Option 2, within the applicable Limited Warranty period and supply Brother with the applicable Purchase Order Number and manufacturing number located on the gearmotor.

**What Brother will do:**

- Brother will send you a Return Authorization Form with instructions on how to return your gearmotor for inspection.
- Brother will repair or replace, at Brother's option, F.C.A. Brother's factory, and freight prepaid, any Products determined by Brother, in its sole discretion, to be defective in materials or workmanship and within the Limited Warranty period.
- It is agreed that such repair or replacement is the exclusive remedy available from Brother.
- Under no circumstances shall Brother be liable to anyone for any special, incidental or consequential damages, whether the result of negligence or otherwise.
- You may be subject to a \$40 inspection fee to your account, in the event that, Brother determines, in its sole discretion, that your returned gearmotor is not covered under this Limited Warranty.

**What happens when Brother elects to replace your gearmotor:**

- Brother Customer Service will contact you letting you know that Brother will replace your gearmotor.

**What happens when Brother determines that your gearmotor is not covered under this Limited Warranty:**

- Brother Customer Service will contact you letting you know that your gearmotor is NOT covered under this Limited Warranty and that you will be charged the \$40 inspection fee to your account. If you elect to repair or replace the gearmotor, then Brother will waive the fee.

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL OR SAMPLE. ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.