



Z-Motion Motor Warranty Program



Warranty Coverage

This warranty program covers all tubular motors for a period of five(5) years from the date of purchase.

Warranty Terms

1. Duration of Coverage:

The warranty is valid for five(5) years from the date of purchase.

2. Coverage:

This warranty covers defects in materials and workmanship under normal and proper use.

3. Service Provided:

During the warranty period, we may repair replace, or give appropriate credit in respect to defective parts.

Warranty Exclusions

This warranty does not cover the following:

- Damage caused by improper installation or use.
- Damage caused by using with unapproved products or software.
- Damage caused by external sources(e.g.,water ingress, power surge).
- Damage resulting from unauthorized modifications or repair.
- Normal wear and tear.
- Removal / reinstallation / maintenance costs.

How to Make a Warranty Claim

To make a warranty claim, please follow these steps:

1. Contact Customer Service:

Reach out to our customer service department via phone or email.

3. Return the Product:

If instructed, return the tubular motor or defective part.

2. Proof required:

Provide the purchase order number and a detailed description of the issue.

4. Inspection and Repair/Replacement:

Our technicians will inspect the motor and determine whether it is covered under warranty.If covered, the motor or part will be repaired or replaced and shipped back to the customer.

Limitations of Liability

This warranty is the sole and exclusive remedy for defects in the tubular motor and its parts.Our liability is limited.