

Motor Replacement

SmartMove® uses a precision all ball-bearing DC brushless motor with a separate gear head. It is of the highest quality and has a history of performing for many long years without maintenance. If you should experience problems with the operation of your motor, please perform the suggested corrective actions list in **Troubleshooting on the Next Page**. What may seem to be a motor failure, may simply be a loose wire or the need to reset the stall-out safety built into the Motor Assembly by removing it from power for 10 seconds.

Warranty Return. If you cannot get the motor to run after following the recommendation in **Troubleshooting**, please call our factory with the serial number on the Motor Control Box. If the motor is less than 2 years old and operated in accordance with our warranty policy, we will give you a return authorization number (RMA). You must return the Motor and the lower part of the control box that has the wired Motor Controls. (See steps below for Motor and Motor Controls removal.) (Reverse steps below for motor installation.)

NOTE: If your Motor Assembly is returned for warranty evaluation, you will be temporarily without the use of your conveyor. (Unless, like a good Boy Scout, you have a spare motor assembly.) We do not offer "loaner" motors for warranty returns. If your conveyor is critical to your process, we recommend stocking a spare Motor Assembly. It may take 4-6 weeks to evaluate the cause of failure before we can approve a warranty return. If expediting the purchase of a spare Motor Assembly, if in stock, please expect to pay expedited shipping and handling fees.

If your warranty has expired, please contact us to order a replacement Motor Assembly. Unlike replacing the engine in your car, the conveyor frame, axles, sprockets, stands and belting will have many years of service left that you can take advantage of by replacing a worn-out motor. We also recommend replacing the gear box at the same time.

NOTE: We do not sell the individual components for the Motor Assembly. (i.e., switches, motor controllers, fuses, covers.)

