

# Hoffman Supply Co., Inc.

DbA

## Johnstone Supply #19

### ECM Motor Warranty Procedure

This is an instruction sheet for Walmart technicians to use when filing a warranty on ECM motors used during the retrofit program in 2020 conducted by TD DATA LINK.

- 1) Locate the sticker on the side of the motor that will have a serialized number and a QR scan code. By scanning the sticker, you will be directed to [www.ecm-motor.com](http://www.ecm-motor.com) where you can validate the install date. If unable to scan you can go to the website and search the serial number.
- 2) Verify if the motor is a Nidec motor or a OEM InterLink motor.
- 3) All Nidec motors will have a factory warranty of 2 years. All Heatcraft motors will have a 1 year factory warranty.
- 4) Once the warranty is validated you will reach out to Hoffman Supply via phone (417-862-6771) or email ([orders@hoffmansupply.com](mailto:orders@hoffmansupply.com)) to coordinate the return of the defective motor and the supply of the replacement motor.

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