



Tommy's Express Motor Warranty Process

Any warranty claim will need to be troubleshot with our equipment support team prior to any claims with our vendors. All motors are required to have the following troubleshooting steps done prior to any claims.

**Please note that if there is a bearing failure, a video showing the grinding noise and/or any play in the motor shaft is normally sufficient for most vendors.*

Please fill out the Ohm readings on page two using a multimeter that least at least 1 decimal place.

It is highly recommended the following tasks be performed by a licensed electrical contractor who is safely performing a **lock-out tag-out procedure.**



Once the lock-out-tag-out has been completed, you will test the cabinet.

1. Disconnect power to the overload/manual motor starter.
2. Verify there is no voltage present.
3. Disconnect the leads on the bottom side of the contactor going to the motor.
4. Ohm out each lead/leg, phase to phase and phase to ground.



**Pictures MUST be taking of each test labeling what legs were tested in each photo. Please see example below*

Ohm Reading	Leg 1 to Leg 2	Leg 2 to Leg 3	Leg 1 to Leg 3	Leg 1 to Ground	Leg 2 to Ground	Leg 3 to Ground
Reading (Ω)						

Once this has been completed you can move on to testing the motor. The motor testing should be as follows:

1. Disconnect power to the motor.
2. Verify there is no voltage present.
3. Disconnect the wiring going to the motor.
4. Ohm out each lead/leg phase to phase and phase to ground.



**Pictures MUST be taking of each test labeling what legs were tested in each photo.*

Ohm Reading	Leg 1 to Leg 2	Leg 2 to Leg 3	Leg 1 to Leg 3	Leg 1 to Ground	Leg 2 to Ground	Leg 3 to Ground
Reading (Ω)						

If a motor warranty claim is needed, we will need specific photos that are required by our vendor. Please read below to see which name plates and photos are needed based on which motor is being sent in.

If a **Blower Motor** warranty claim is needed, we will need a photo of the name plate on the motor (Figure. 1) as well as a photo of the serial number on the blower housing (Figure 2).



Figure 1



Figure 2

If a **Reclaim Motor/Pump** warranty is needed, we will need a photo of the name plate on the motor (Figure 6) and a photo of the decal on the pump (Figure 7).

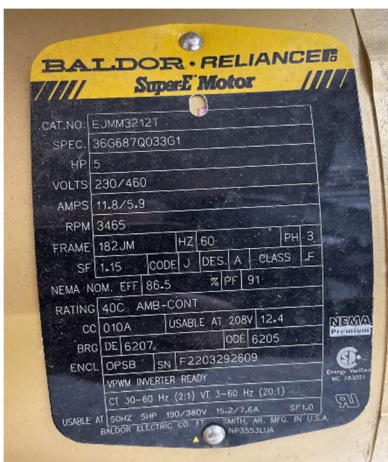


Figure 6

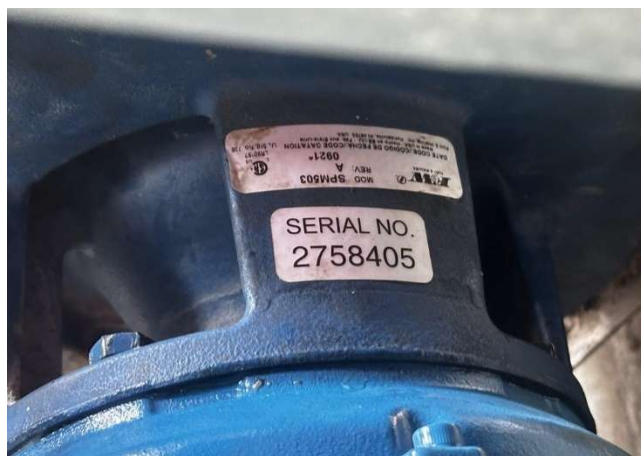


Figure 7

If a **Vacuum Motor** warranty claim is needed, we will need a photo of the name plate on the motor (Figure 3).

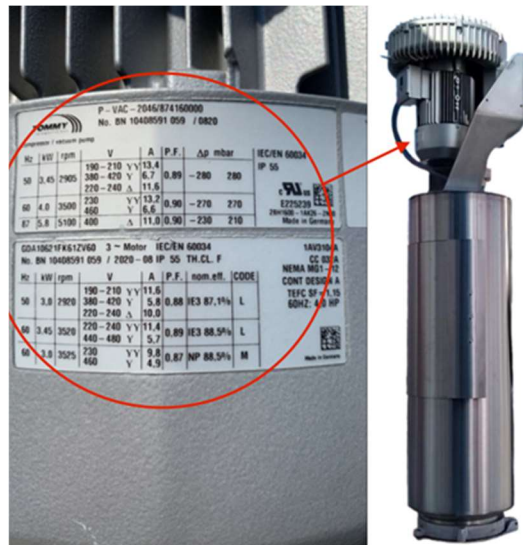
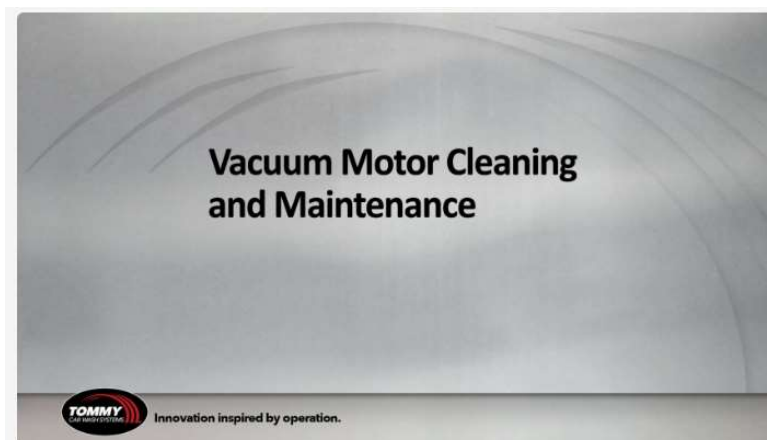


Figure 3

**Prior to sending in a vacuum motor, sites are also required to perform the cleaning and maintenance steps to confirm the impeller is clear of debris. Please refer to the Vacuum Motor Cleaning and Maintenance document within our Zendesk documents.*



https://tommycarwash.zendesk.com/hc/en-us/article_attachments/1800944518887

If an **Electric Wrap** motor warranty is needed, we will need a photo of the name plate on the motor (Figure 4).



Figure 4

If a **Grundfos Pump** warranty is needed, we will need a photo of the name plate on the pump (Figure 5).



Figure 5