



# G & L Motion Control Inc. Parts Policy

Procedure Manual  
Revision 1

## Record of Revisions

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Technical changes to improve the performance of the equipment may be made without notice!

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Dear Valued Customer,

Attached is the Danaher Motion – Fond du Lac Parts Policy Manual. The purpose of this manual is to assist you with order placement and warranty and non-warranty repair or replacement.

This manual applies to all Danaher Motion - FDL product lines including:

- Giddings & Lewis<sup>R</sup> CNC 800 8000 Controls
- Kearney & Trecker<sup>R</sup> GEMINI Controls
- Inductosyn Scales and sliders, Phase Scale Amps, Spindle Probes, Keyboards, Operator Stations, Etc.
- Repair of G&L Motion Control PiC and MMC Controls

Danaher Motion - FDL reserves the right to change the policies herein without notification or liability for prior sales.

Some of the policies and procedures outlined in the manual may be contracts with authorized representatives and distributors.

Please direct questions regarding this policy to the Danaher Motion - FDL Parts Sales Department at 800-558-4808, press 2, or fax to 920-906-7669.

We look forward to serving you.

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## **1 General Order Information**

### **1.1 Order Processing**

A minimum \$50.00 charge is required for all orders placed with G&L Motion Control. The \$50.00 minimum does not include shipping charges.

Verbal orders will not be accepted. All orders require a purchase order or credit card order from the customer. This includes warranty repair orders and orders placed by any field service personnel on behalf of the Customer.

### **1.2 Purchase Order Requirements**

The following elements are required for all purchase orders:

1. Purchase order number
2. Requested delivery date
3. Complete/partial delivery
4. Method of payment
  - Credit card billing requires the following:
    - Credit card type
    - Credit card number
    - Expiration date
    - Name appearing on credit card
    - Buyer name
    - Buyer reference
5. Part number and description
6. Pricing
7. Bill-to address
8. Ship-to address
9. Contact name
10. Phone number
11. Fax number
12. Method of shipment
  - Preferred carrier for shipments exceeding standard shipping weight is Pre-Paid and Add.
  - Freight collect account number needed if other method of shipment is requested.

### **1.3 Order Expediting**

#### **1.3.1 In-Stock Product**

Customers requesting same-day shipment of in-stock product should submit their order by 2:00 p.m. Central Time. Orders received after 2:00 pm may be expedited for same-day shipment for an additional \$50.00 charge if possible. Same-day counter-to-counter delivery is available in select geographic areas for an additional \$100.00 charge that is over and above normal shipping charges. Consult the Danaher Motion – FDL Parts Sales Department for availability.

#### **1.3.2 Non-Stock Product**

Contact the factory for expediting fee of non-stock products.

### 1.3.3 **Customer Property Repair Service**

Repair Service turnaround may be expedited for an additional \$150.00 charge per unit. These charges are over and above the normal shipping charges.

### 1.4 **Export Orders**

Shipping charges on export orders must be prepaid. The G&L Motion Control Parts Sales Department will provide estimated shipping charges. Fees associated with customer, duties and VAT are the responsibility of the customer and will not be paid by G&L Motion Control.

The cost of additional packing for export shipments will be provided to the customer and included in the order total.

### 1.5 **Order Changes**

If the customer makes a change to the original order, the original order may be cancelled and a change fee assessed based on an evaluation of the costs incurred for inventory acquisition and disposition.

### 1.6 **Order Cancellation**

If a customer cancels an order, a cancellation fee may be assessed based on an evaluation of costs incurred for inventory acquisition and disposition.

## 2 **Contact Information**

Listed below is the contact information for the G&L Motion Control Parts Sales Department.

**Phone: 800-558-4808, press 2 or 920-921-7100, press 2**  
**FAX: 920-906-7669**

Mail:

Danaher Motion – Fond du Lac  
Parts Sales Department  
P.O. Box 1960  
672 S. Military Road Fond du Lac, WI 54936-1960

## 3 **Shipping/Freight Charges**

All parts will be shipped via ground carrier unless otherwise specified by the customer.

Shipments over 60 lbs. will ship best way for Danaher Motion - FDL paid shipments. The customer may designate a specific carrier when paying the freight charges.

Danaher Motion – FDL pays UPS Ground shipping charges for warranty items shipped to the customer. The customer incurs the shipping charges for all other methods of shipment.

The customer incurs the shipping charges for non-warranty items.

All freight charges are F.C.A. (Free Carrier) Fond du Lac unless otherwise specified.

Danaher Motion – FDL does not accept C.O.D. receipts from customers.

## **4 Warranty Coverage**

### **4.1 Warranty Terms for CNC**

New Replacement Parts:	One (1) year from date of shipment
Refurbished Parts:	Ninety (90) days from date of shipment
Customer Property Repairs:	Ninety (90) days from date of shipment

Warranty term is 12 months for new products and 90 days for repaired and refurbished products. Warranty begins at the time of shipment from G&L Motion Control. The warranty term on a part replaced under warranty is the greater of either the term remaining on the original order OR 90 days from the replacement shipment.

### **4.2 Warranty Process**

All warranty orders require a purchase order for the full selling price of the part and are subject to the conditions outlined in this manual.

If initially a part is determined to be within the warranty term, a “no-charge” warranty order will be created for a “refurbished” replacement part. Refurbished parts will be the priority for servicing warranty liability. The warranty replacement part will be shipped to the customer via UPS ground. An RMA (Return Material Authorization) for the failed part will be faxed to the customer for immediate return. Please include the RMA number on the outside of the return shipment and a copy of the RMA paperwork inside with the failed part. The return of the failed part is required within 45 days of the replacement shipment. Failure to return warranty item within 45 days will result in customer being invoiced full price for the replacement part.

SHIPPING: Danaher Motion - FDL pays UPS Ground shipping charges for warranty items shipped to the customer. The customer incurs the shipping charges for all other methods of shipment.

### **4.3 Warranty Determination**

The customer is required to return the original “failed” part within 45 days of the replacement order. When the original “failed” part is received at Danaher Motion - FDL, it will be inspected, tested and reviewed for any problems or defects relating to warranty coverage.

#### **4.3.1 Non Return of Original “Failed” Part**

If the part is not received at Danaher Motion - FDL within the 45 days, the customer will be issued a non-refundable invoice for the full selling price and shipping charges of the replacement part.

#### **4.3.2 Defective or Nonconforming Part**

If Danaher Motion – FDL inspection deems the part “defective”, full warranty coverage applies and the order is complete.

### **4.3.3 No Defect found, Misuse or Physical Damage of Part**

If Danaher Motion – FDL inspection finds no defect or deems the part to have been misapplied, misused, or physically damaged by the customer, the customer will be notified and invoiced for the 100% of original selling price and shipping charges of the replacement part.

### **4.4 Warranty Description**

Warranty in terms of form, fit and function is described in the Standard Terms and Conditions.

### **4.5 Warranty Statement**

THE WARRANTY SET FORTH IS IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. In no event shall Danaher Motion – FDL be liable for any loss of use or downtime or lost production, revenue or profit, or for any other special, consequential, incidental or indirect damages with respect to the purchase, sale, use or non-use of Danaher Motion - FDL, whether such liability is based upon contract (including breach of a representation or warranty), tort (including negligence or strict liability), or other legal theory whatsoever, even if Danaher Motion – FDL had notice of the possibility of such damages. In the event that the foregoing limitation is not given full force and effect, Danaher Motion - FDL's liability for such damages shall not exceed the price of the product or part upon which the customer's claim is based.

## **5 Product Replacement**

Customers may order a new product or refurbished product (if available) to replace a failed unit.

For non-warranty product replacement, new product is sold at list price. Refurbished product is sold at 75% of the new product list price. (For warranty product replacement, please refer to the Warranty process instructions in this document.)

Customers may be eligible to receive credit for the return of a failed part that can be used towards the purchase of a replacement part. If the Part Sales Department determines that a part is eligible for this program, a Return Material Authorization (RMA) will be issued. Upon the return of an acceptable product, a credit will be issued for 15% of the original invoiced price. Product must be returned within forty-five (45) days in order to receive credit. The RMA will be cancelled after 45 days. Please refer to the Return Procedure Section for return instructions.

The Parts Sales Department will advise lead-times for new and refurbished parts. Expedited processing may be available for an additional fee as described in the Order Expediting Section of this document.

## 6 Customer Property Repair

Failed products may be sent back as customer property for repair and return. Repair charges are 75% of new part list price or a minimum of \$400.00. G&L Motion Control does not evaluate customer property for the purpose of providing time and material estimates. The judgment of a repair or replacement will be made at the discretion of Danaher Motion – FDL, unless explicitly expressed by customer.

The Parts Sales Department will advise lead-time for customer property Repair services. Lead-times begin at receipt of acceptable product accompanied by a valid RMA at Danaher Motion - FDL.

Items received by G&L that do not meet the Return Order criteria will be returned at the customer's expense if the issue is not resolved after 30 days.

Expedited turnaround and shipping may be available for additional fees as described in the Order Expediting Section of this document. To insure proper handling of expedited repairs, be sure to follow instructions included on the RMA.

If returned product is determined to be un-repairable or there is no defect found, a \$250.00 inspection fee will be invoiced. In cases where the inspection fee is charged for a disposition of no defect found and the product subsequently fails within ninety (90) days, the inspection fee will be credited toward the price of repair. If a new product is purchased at this time, the inspection fee will be waived.

A failure analysis report is available for a \$50.00 charge.

## 7 Return Procedure

### 7.1 Return Material Authorization (RMA)

A Return Material Authorization (RMA) is required for all returns to Danaher Motion - FDL. A RMA may be obtained by calling the Parts Sales Department 800-558-4808, press 2.

Please ship returns to the following address:

Parts Sales Department                      RMA Number: XXXXXXXX  
Danaher Motion - FDL  
P.O. Box 1960  
672 S. Military Rd.  
Fond du Lac, WI 54936-1960

Product returned without a valid RMA will be subject to a \$100.00 handling fee.

Products received by DM-FDL that do not meet the Return Order criteria may be returned at the customer's expense if the issues is not resolved after 30 days.

If returned product is not under warranty and a replacement was shipped at \$0 – the customer will be invoiced for the full amount of the replacement.

Product must be returned within forty-five (45) days of the RMA notice in order to receive credit. Open RMAs are cancelled after 45 days.

Product returned for restocking must be in the original package, package must be unmarked with no damage, and accompanied by a valid RMA. The product must be current and unused.

A restocking fee of 25% (\$250.00 minimum) will be charged against all unopened non-warranty product returned for credit and restocking within one year of shipment.

A restocking fee of 50% (\$250.00 minimum) will be charged against all opened or marked boxes of non-warranty product returned for credit and restocking within ninety (90) days of shipment.

Exception:

The restocking fee will be waived if a Danaher Motion - FDL employee or contracted service technician is on-site and orders parts for troubleshooting. To insure the fee is waived, the employee or contracted consultant's name must be referenced on the purchase order.

The total value of the credit will be determined after the product is inspected at Danaher Motion - FDL. Any product that is not acceptable will be returned at the sender's expense.

## 7.2

### **Non-Returnable Parts**

Non-Returnable Parts include;

- All cables (per Danaher policy)
- Software
- Electrical Schematics
- Etc.

## 8

### **Step-by-Step Guide to Replacement or Repair of Failed Product**

1. Verify the product has actually failed. If you need help determining this, please contact the Technical Support Department for assistance. Call 800-558-4808, press 1 or call 920-921-7100, press 1.
2. Determine whether you prefer to place an order for product replacement or product repair. For a general description of each option, please refer to the Product Replacement and Customer Property Repair Sections outlined in this manual.
3. Contact Danaher Motion – FDL at 800-558-488, press 2 or 920-921-7100, press 2. Please have the following information available when you call:
  - Part number
  - Serial number
  - Warranty status
  - Purchase order number
  - Detailed problem description (“Broken,” “defective,” etc. are not valid descriptions.)

4. G&L Motion Control will issue an RMA for any product that you will be returning. Please note that failure to provide a problem description for the RMA will result in a \$25 fee.
5. Return failed product to G&L Motion Control with a copy of the RMA enclosed. Any product not accompanied by a valid RMA or not listed on the RMA enclosed will be subject to a \$100.00 handling fee.
6. If you have further questions or need to check the status of your order, please contact our Parts Sales Department at 800-558-4808, press 2 or call 920-921-7100, press 2.

## 9 Glossary of Terms

C.O.D.	Cash on Delivery
Current Product	Newly manufactured or purchased product
F.C.A.	Free Charge or Free on Board (F.O.B.)
Refurbished	Repaired and tested product available for sale
RMA	Return Material Authorization

## 10 Hazardous Material Statement

### **Important Notice – Hazardous Materials/ Free Liquid.**

OSHA prohibits our employees from receiving unknown liquids or waste. Products exposed to hazardous materials are not returnable. Due to the potentially hazardous environments to which these products may be exposed, a Material Safety Data Sheet (MSDS) or a detailed descriptive notification of potential hazard is required. This information must accompany all returns. If any foreign material is suspected and not fully explained in the attached documentation, the product will be returned to the customer as received. This will add significant time and expense to the repair process. As the safety of our repair technicians is our first priority, products exposed to hazardous materials are not repairable. It is the customer's responsibility to fully disclose any potentially hazardous materials.

## 11 Terms and Conditions of Sale

A copy of the Danaher Motion Terms and Conditions of Sale is available at [http://www.danahermotion.com/terms\\_conditions](http://www.danahermotion.com/terms_conditions)

## 12 Software Licensing Agreement

A copy of the G&L Motion Control Software Licensing Agreement is available upon request. Please contact the Parts Sales Department listed in the Contact Information Section.

### **G & L Motion Control Inc.**

672 South Military Road • PO Box 1960 • Fond du Lac, WI 54936-1960 • [www.glcontrols.com](http://www.glcontrols.com) • Phone: 920-921-7100 • Fax: 920-906-7669

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