

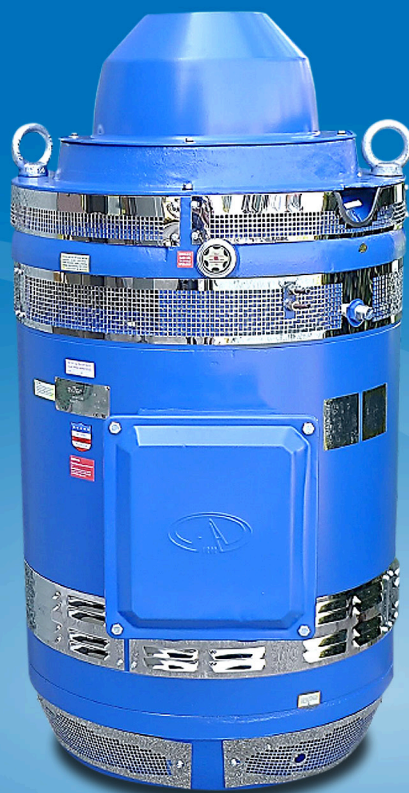


**AURORA MOTORS**

NEMA Premium, High, and Standard Efficiency

# Vertical Hollow Shaft Pump Motors

RELIABILITY MATTERS



**RELIABILITY MATTERS**

Aurora Motors a leading global supplier of premium vertical hollow shaft motors for OEMs, electric motor distributors, well drillers, and municipalities. Our inverter-duty motors are precision manufactured to provide superior reliability and durability, with the lowest vibration levels in the industry. Our engineers and designers are among the most respected and recognized in the world. We work at the leading edge of technology, combining our product research and development with application knowledge and a comprehensive understanding of market demands.



**Wide Range of Inverter-Duty Motors**

Our commitment to continual innovation and growth is reflected in our wide range of available products. In addition to the range of motor configurations below, we have a limited stock of 6-pole, TEFC, and solid shaft models.

Motor Efficiency	Configuration	HP Range Available	
		6-Lead	12-Lead
NEMA Premium Efficiency	4-Pole	40hp – 1000hp	7.5hp – 1000hp
High Efficiency	4-Pole	40hp – 600hp	7.5hp – 600hp
Standard Efficiency	4-Pole	40hp – 250hp	7.5hp – 250hp



**Superior Performance**

Aurora Motors' totally enclosed, fan-cooled Vertical Hollow Shaft (VHS) motor is one of the most recognized in the industry. Built from the highest quality materials, our inverter-duty motors perform under the most strenuous and extreme conditions, tailored to your specific requirements.

**Superior Durability**

The Aurora insulation system has been designed to withstand a wide range of environmental conditions, thermal shocks, and voltage stresses. It contains all UL-approved, inverter-duty copper wire and a double VPI treatment with a non-water absorbent epoxy varnish for maximum winding protection.

**Applications**



Water and waste water



Pulp and paper mills



Municipalities



Agriculture



Well drilling



Mining



**NEMA Premium Designation**

We offer DOE Certified Premium Efficiency motors featuring optimized systems efficiency, reduced electrical power consumption and costs, and improved reliability as established by the National Electrical Manufacturers Association.



**UL Certified**

Aurora vertical hollow shaft motors are listed by Underwriters Laboratories (UL). Our products have been evaluated by UL and meet their safety standards.



**ISO 9001 Certification**

Aurora Motor's quality management principles meet ISO 9001 standards. These principles include a strong customer focus, the motivation and implication of our top management, our process approach, and our dedication to continual improvement.

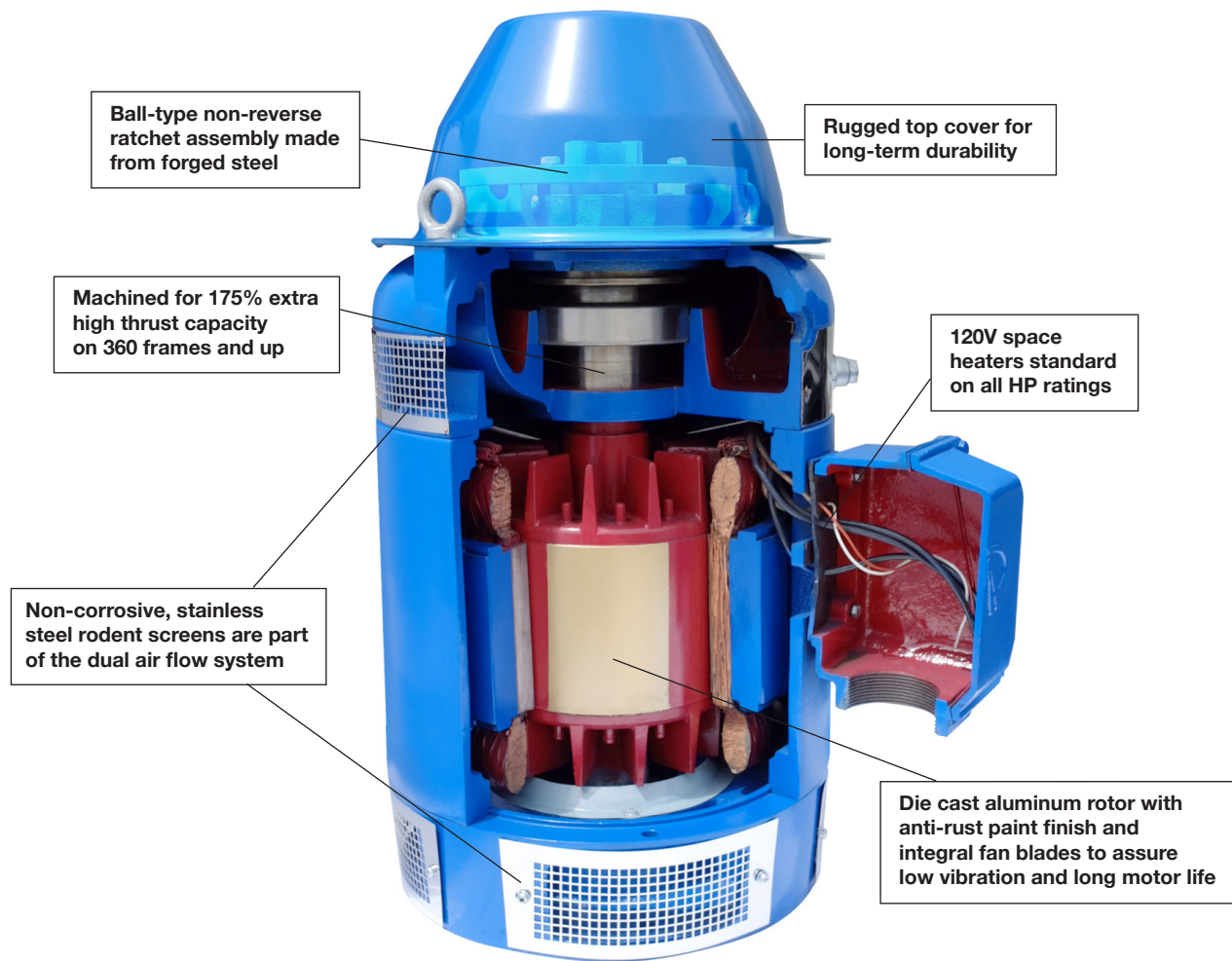


**EASA Member**

Aurora Motors is an associate member of the Electrical Apparatus Service Association, Inc. (EASA). EASA is an international trade organization of nearly 1,800 electromechanical sales and service firms in nearly 80 countries.

## OUR DIFFERENCE

Put your trust in a better built motor. Demand quality construction, lower total cost of ownership, and optimum efficiency from the motors that drive your business. Aurora Motors delivers the performance you expect with the reliability you need.



### Quality Construction

- UL Certified for both construction and efficiency levels
- UL Approved insulation system (NEMA MG-1 Part 31 Inverter Duty)
- Non-Hygroscopic epoxy varnish
- Dual air flow system

### Superior Durability

- Cast-iron construction
- Durable FRP top cover
- Oversized conduit box
- Precision vibration tolerance of no more than .00085"

### Built-In Protection

- Positive Temperature Coefficient thermistors
- Space heaters
- Forged ballomatic nonreverse ratchets
- Insulated thrust bearings

## NEMA PREMIUM EFFICIENCY

HP	RPM	Model No.	Frame	Eff %	List Price	CD H	Voltage	Down Thrust	Est. Ship Weight (lbs.)
7.5	1800	4WP1HS7.5PEE	213TP	91.0	\$3,308.46	17.58	230/460	2515	305
10	1800	4WP1HS010PEE	215TP	91.7	\$3,649.76	17.58	230/460	2515	315
15	1800	4WP1HS015PEE	254TP	93.0	\$5,525.45	23.56	230/460	3213	532
20	1800	4WP1HS020PEE	256TP	93.0	\$6,722.95	23.56	230/460	3333	550
25	1800	4WP1HS025PEE	284TP	93.6	\$6,982.49	24.94	230/460	3333	585
30	1800	4WP1HS030PEE	286TP	94.1	\$7,426.48	24.94	230/460	3333	602
40	1800	46WP1HS040PEE	324TP	94.1	\$8,979.30	28.22	460	5713	825
50	1800	46WP1HS050PEE	326TP	94.5	\$9,576.17	28.22	460	5713	876
60	1800	46WP1HS060PEE	364TP	95.0	\$11,942.64	31.13	460	5713	1080
75	1800	46WP1HS075PEE	365TP	95.0	\$11,942.64	31.13	460	5713	1309
100	1800	46WP1HS100PEE	404TP	95.4	\$15,562.64	36.94	460	6743	1585
125	1800	46WP1HS125PEE	405TP	95.4	\$17,235.58	36.94	460	6743	1730
150	1800	46WP1HS150PEE	444TP	95.8	\$20,727.87	42.66	460	9835	2100
200	1800	46WP1HS200PEE	445TP	95.8	\$25,067.83	42.66	460	9835	2290
250	1800	46WP1HS250PEE	445TP	95.8	\$30,497.19	42.66	460	9835	2360
300	1800	46WP1HS300PEE	5804L	95.8	\$44,917.89	53.25	460	10,000	4032
350	1800	46WP1HS350PEE	5804L	95.8	\$51,866.72	53.25	460	10,000	4162
400	1800	46WP1HS400PEE	5806L	95.8	\$59,665.02	56.25	460	10,000	4462
450	1800	46WP1HS450PEE	5808L	96.2	\$64,269.61	58.25	460	10,000	4533
500	1800	46WP1HS500PEE	5808L	96.2	\$72,309.51	58.25	460	10,000	4800
600	1800	46WP1HS600PEE	5808L	96.2	\$81,022.30	58.25	460	10,000	5004
700	1800	46WP1HS700PEE	5809L	96.2	\$91,532.35	62.25	460	10,000	5450
800	1800	46WP1HS800PEE	5809L	96.2	\$104,346.29	62.25	460	10,000	5670
900	1800	46WP1HS900PEE	5810L	96.2	\$119,998.29	62.25	460	10,000	5965
1000	1800	46WP1HS1000PEE	5810L	96.2	\$140,397.08	62.25	460	10,000	6320

**H I G H E F F I C I E N C Y**

HP	RPM	Model No.	Frame	Eff %	List Price	CD H	Voltage	Down Thrust	Est. Ship Weight (lbs.)
7.5	1800	4WP1HS7.5HE	213TP	88.5	\$2,972.70	17.58	230/460	2515	297
10	1800	4WP1HS010HE	215TP	89.5	\$3,204.08	17.58	230/460	2515	308
15	1800	4WP1HS015HE	254TP	91.0	\$4,859.59	23.56	230/460	3213	528
20	1800	4WP1HS020HE	256TP	91.0	\$5,876.09	23.56	230/460	3333	542
25	1800	4WP1HS025HE	284TP	91.7	\$6,166.60	24.94	230/460	3333	572
30	1800	4WP1HS030HE	286TP	92.4	\$6,482.70	24.94	230/460	3333	594
40	1800	46WP1HS040HE	324TP	93.0	\$7,825.98	28.22	460	5713	819
50	1800	46WP1HS050HE	326TP	93.0	\$8,330.00	28.22	460	5713	857
60	1800	46WP1HS060HE	364TP	93.6	\$9,861.74	31.13	460	5713	1059
75	1800	46WP1HS075HE	365TP	94.1	\$10,488.00	31.13	460	5713	1354
100	1800	46WP1HS100HE	404TP	94.1	\$13,707.00	36.94	460	6743	1576
125	1800	46WP1HS125HE	405TP	94.5	\$15,175.90	36.94	460	6743	1626
150	1800	46WP1HS150HE	444TP	95.0	\$18,205.80	42.66	460	9835	2064
200	1800	46WP1HS200HE	445TP	95.0	\$21,983.76	42.66	460	9835	2222
250	1800	46WP1HS250HE	445TP	95.4	\$26,573.87	42.66	460	9835	2300
300	1800	46WP1HS300HE	5804L	95.4	\$39,401.30	53.25	460	10000	3958
350	1800	46WP1HS350HE	5804L	95.4	\$45,634.30	53.25	460	10000	4100
400	1800	46WP1HS400HE	5806L	95.4	\$52,588.35	56.25	460	10000	4350
450	1800	46WP1HS450HE	5808L	95.8	\$56,580.00	58.25	460	10000	4484
500	1800	46WP1HS500HE	5808L	95.8	\$63,582.00	58.25	460	10000	4620
600	1800	46WP1HS600HE	5808L	95.8	\$71,211.45	58.25	460	10000	4830

**S T A N D A R D E F F I C I E N C Y**

HP	RPM	Model No.	Frame	Eff %	List Price	CD H	Voltage	Down Thrust	Est. Ship Weight (lbs.)
7.5	1800	4WP1HS7.5SE	213TP	86.0	\$2,487.27	17.58	230/460	2515	291
10	1800	4WP1HS010SE	215TP	86.3	\$2,674.60	17.58	230/460	2515	306
15	1800	4WP1HS015SE	254TP	88.0	\$4,125.26	23.56	230/460	3213	522
20	1800	4WP1HS020SE	256TP	88.6	\$4,998.61	23.56	230/460	3333	539
25	1800	4WP1HS025SE	284TP	89.5	\$5,136.97	24.94	230/460	3333	553
30	1800	4WP1HS030SE	286TP	89.7	\$5,623.80	24.94	230/460	3333	579
40	1800	46WP1HS040SE	324TP	90.1	\$6,723.48	28.22	460	5713	808
50	1800	46WP1HS050SE	326TP	90.4	\$7,091.64	28.22	460	5713	836
60	1800	46WP1HS060SE	364TP	90.4	\$8,359.48	31.13	460	5713	1034
75	1800	46WP1HS075SE	365TP	91.7	\$8,827.62	31.13	460	5713	1295
100	1800	46WP1HS100SE	404TP	92.2	\$11,545.25	36.94	460	6743	1540
125	1800	46WP1HS125SE	405TP	92.8	\$12,678.85	36.94	460	6743	1604
150	1800	46WP1HS150SE	444TP	93.3	\$15,253.06	42.66	460	9835	2035
200	1800	46WP1HS200SE	445TP	93.4	\$18,653.36	42.66	460	9835	2126
250	1800	46WP1HS250SE	445TP	93.9	\$22,422.07	42.66	460	9835	2194



## COUPLINGS

The following tables show the standard and alternate coupling that fit each of the HP/Frame sizes. Bore sizes highlighted in blue indicate the standard coupling for that particular frame size.



Standard Coupling

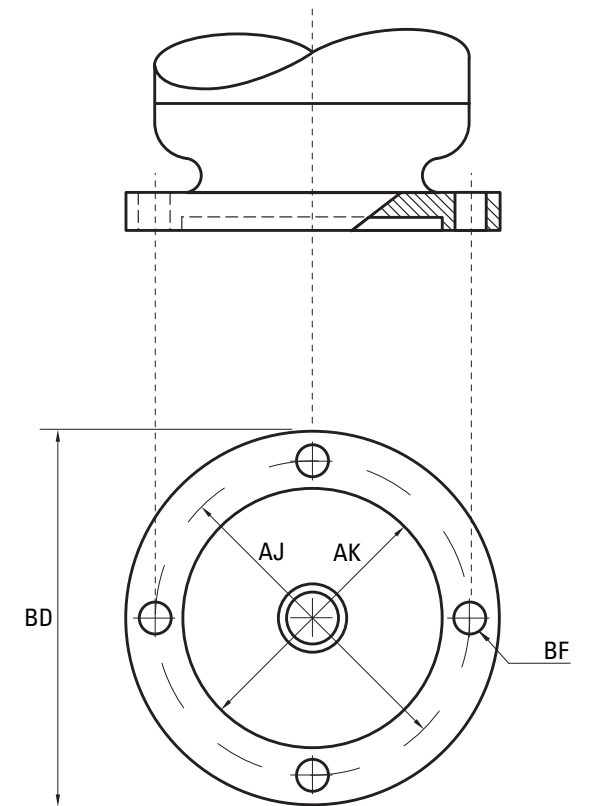
HP	Frame	Model No.	Bore Size (in)	List Price	Est. Weight (lbs.)
7.5-10	210TP	TDC210-34	.75	\$275.00	8.8
		TDC210-1	1	\$275.00	8.8
15-20	250TP	TDC250-34	.75	\$278.00	8.8
		TDC250-1	1	\$278.00	8.8
		TDC250-1316	1.1875	\$278.00	8.8
		TDC250-114	1.25	\$278.00	8.8
25-30	280TP	TDC280-34	.75	\$310.00	8.8
		TDC280-1	1	\$310.00	8.8
		TDC280-1316	1.1875	\$310.00	8.8
		TDC280-114	1.25	\$310.00	8.8
		TDC280-112	1.5	\$310.00	8.8
40-50	320TP	TDC320-1	1	\$328.00	10.78
		TDC320-1316	1.1875	\$328.00	10.78
		TDC320-114	1.25	\$328.00	10.78
		TDC320-11516	1.9375	\$328.00	10.78
		TDC320-1716	1.4375	\$328.00	10.78
		TDC320-112	1.5	\$328.00	10.78
		TDC360-1	1	\$334.00	10.78
60-75	360TP	TDC360-1316	1.1875	\$334.00	10.78
		TDC360-114	1.25	\$334.00	10.78
		TDC360-1516	1.3125	\$334.00	10.78
		TDC360-1716	1.4375	\$334.00	10.78
		TDC360-112	1.5	\$334.00	10.78
		TDC360-11116	1.6875	\$334.00	10.78

HP	Frame	Model No.	Bore Size (in)	List Price	Est. Weight (lbs.)
100-125	400TP	TDC400-114	1.25	\$364.00	19.14
		TDC400-1316	1.1875	\$364.00	19.14
		TDC400-1716	1.4375	\$364.00	19.14
		TDC400-112	1.5	\$364.00	19.14
		TDC400-11116	1.6875	\$364.00	19.14
150-250	440TP	TDC440-1516	1.3125	\$404.00	27.94
		TDC440-1716	1.4375	\$404.00	27.94
		TDC440-112	1.5	\$404.00	27.94
		TDC440-11116	1.6875	\$404.00	27.94
		TDC440-11516	1.9375	\$404.00	27.94
300	5804L	TDC5800-11516	1.9375	\$452.00	39.6
350	5804L	TDC5800-11516	1.9375	\$452.00	39.6
400	5806L	TDC5800-11516	1.9375	\$485.00	39.6
450	5808L	TDC5800-11516	1.9375	\$498.00	39.6
500	5808L	TDC5800-2316	2.1875	\$498.00	39.6
600	5808L	TDC5800-2316	2.1875	\$498.00	39.6
700	5809L	TDC5800-2716	2.4375	\$522.00	44.0
800	5809L	TDC5800-2716	2.4375	\$522.00	44.0
900	5810L	TDC5800-2716	2.4375	\$565.00	44.0
1000	5810L	TDC5800-2716	2.4375	\$565.00	44.0

## P - B A S E

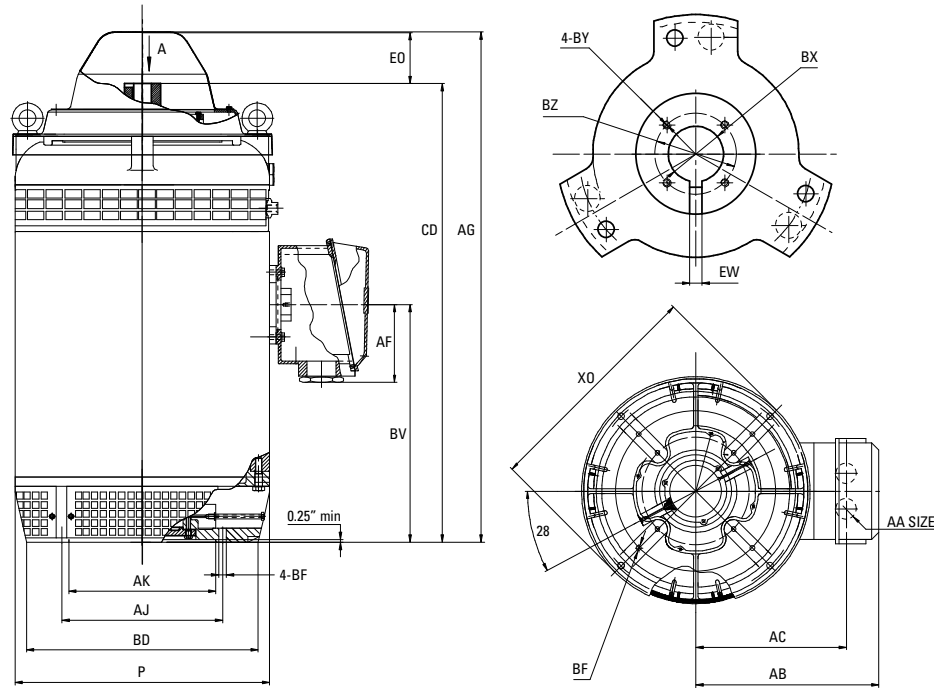
The following table shows the bases that fit each of the HP/Frame sizes. Models highlighted in blue indicate the standard P-Base for that particular frame size. Proper alignment of pump flange and motor flange is critical. Small errors in alignment are magnified by the distance from the flange to the top of the motor, resulting in vibration, electrical noise, premature bearing wear and oil leakage.

HP	Frame	P-Base Model No.	Base Size (in)	List Price	Est. Weight (lbs.)
7.5-10	210TP	FLHS21010	10	\$418.00	40.7
		FLHS21012	12	\$468.00	50.9
		FLHS2101612	16.5	\$514.00	63.6
15-20	250TP	FLHS25010	10	\$418.00	58.3
		FLHS2501612	16.5	\$514.00	92.4
25-30	280TP	FLHS28010	10	\$418.00	58.3
		FLHS2801612	16.5	\$514.00	92.4
40-50	320TP	FLHS3201612	16.5	\$532.00	92.4
		FLHS32020	20	\$558.00	92.4
60-75	360TP	FLHS3601612	16.5	\$562.00	116.6
		FLHS36020	20	\$590.00	116.6
100-125	400TP	FLHS4001612	16.5	\$657.00	136.4
		FLHS40020	20	\$852.00	136.4
150-250	440TP	FLHS4401612	16.5	\$798.00	198
		FLHS44020	20	\$990.00	233.2
300	5804L	BASE-5804	24.5	\$1,135.00	330
350	5804L	BASE-5804	24.5	\$1,135.00	330
400	5806L	BASE-5806	24.5	\$1,295.00	336
450	5808L	BASE-5808	24.5	\$1,404.00	348
500	5808L	BASE-5808	24.5	\$1,404.00	348
600	5808L	BASE-5808	24.5	\$1,404.00	348
700	5809L	BASE-5809	24.5	\$1,585.00	365
800	5809L	BASE-5809	24.5	\$1,585.00	365
900	5810L	BASE-5810	24.5	\$1,646.00	375
1000	5810L	BASE-5810	24.5	\$1,646.00	375





**DIMENSIONS**



HP	Frame	Mounting Dimensions (in)											Overall Dimensions (in)				Bearings		Weight (lb)	
		BD	AJ	AK	BV	AF	BF	BX	BZ	EW	BY	CD	EO	P	AB	AC	AG	Drive End		Opposite Drive End
7.5	213TP	10	9.125	8.25	9.55	3.25	0.44	1	1.374	0.258	10-32	17.58	3	13.58	7.56	6.5	20.83	6210	7310B	305
10	215TP	10	9.125	8.25	9.55	3.25	0.44	1	1.374	0.258	10-32	17.58	3	13.58	7.56	6.5	26.83	6210	7310B	315
15	254TP	10	9.125	8.25	12.09	5.64	0.44	1	1.374	0.257	10-32	23.56	3	15.24	14.11	10.095	26.89	6210	7310B	532
20	256TP	10	9.125	8.25	12.09	5.64	0.44	1	1.374	0.257	10-32	23.56	3	15.24	14.11	10.095	26.89	6210	7310B	550
25	284TP	10	9.125	8.25	12.09	5.64	0.44	1	1.374	0.257	10-32	24.94	3	15.24	14.11	10.095	28.27	6210	7310B	585
30	286TP	10	9.125	8.25	12.09	5.64	0.44	1	1.374	0.257	10-32	24.94	3	15.24	14.11	10.095	28.27	6210	7310B	602
40	324TP	16.5	14.72	13.5	13.78	4	0.69	1.25	1.75	0.25	0.25-20	28.22	4	17.32	15.1	11.08	32.52	7221B	6213	825
50	326TP	16.5	14.72	13.5	13.78	4	0.69	1.25	1.75	0.25	0.25-20	28.22	4	17.32	15.1	11.08	32.52	7221B	6213	876
60	364TP	16.5	14.75	13.5	15.06	4	0.69	1.25	1.75	0.25	0.25-20	31.13	4.56	18.9	15.55	11.19	35.75	7224B	6314	1080
75	365TP	16.5	14.75	13.5	15.06	4	0.69	1.25	1.75	0.25	0.25-20	31.13	4.56	18.9	15.55	11.19	35.75	7224B	6314	1309
100	404TP	16.5	14.72	13.5	19.3	6	0.69	1.5	2.13	0.375	0.25-20	36.94	4.89	21	17.13	13.16	42.5	7230B	6317	1585
125	405TP	16.5	14.72	13.5	19.3	6	0.69	1.5	2.13	0.375	0.25-20	36.94	4.89	21	17.13	13.16	42.5	7230B	6317	1730
150	444TP	16.5	14.75	13.5	22.44	4.88	0.69	1.69	2.5	0.375	0.25-20	42.66	5.37	23.35	17.78	13.53	48.03	7232B	6318	2100
200	445TP	16.5	14.75	13.5	22.44	4.88	0.69	1.69	2.5	0.375	0.25-20	42.66	5.37	23.35	17.78	13.53	48.03	7232B	6318	2290
250	445TP	16.5	14.75	13.5	22.44	4.88	0.69	1.69	2.5	0.375	0.25-20	42.66	5.37	23.35	17.78	13.53	48.03	7232B	6318	2360
300	5804	24.5	22	13.5	28.72	9.55	0.69	1.9375	3.25	0.51	0.375-16	53.25	8	31.29	26.91	21.34	61.25	7238B	6220	4032
350	5804	24.5	22	13.5	28.72	9.55	0.69	1.9375	3.25	0.51	0.375-16	53.25	8	31.29	26.91	21.34	61.25	7238B	6220	4162
400	5806	24.5	22	13.5	28.72	9.55	0.69	1.9375	3.25	0.51	0.375-16	56.25	8	31.29	26.91	21.34	64.25	7238B	6220	4462
450	5808	24.5	22	13.5	30.74	9.55	0.69	1.9375	3.25	0.51	0.375-16	58.25	8	31.29	26.91	21.34	66.25	7238B	6220	4533
500	5808	24.5	22	13.5	30.74	9.55	0.69	2.1875	3.25	0.51	0.375-16	58.25	8	31.29	26.91	21.34	66.25	7238B	6220	4800
600	5808	24.5	22	13.5	30.74	9.55	0.69	2.1875	3.25	0.51	0.375-16	58.25	8	31.29	26.91	21.34	66.25	7238B	6220	5004
700	5809	24.5	22	13.5	30.74	9.55	0.69	2.4375	3.25	0.51	0.375-16	62.25	8	31.29	26.91	21.34	70.75	7238B	6220	5450
800	5809	24.5	22	13.5	34.74	9.55	0.69	2.4375	3.25	0.51	0.375-16	62.25	8	31.29	26.91	21.34	70.75	7238B	6220	5670
900	5809	24.5	22	13.5	38.74	9.55	0.69	2.4375	3.25	0.51	0.375-16	66.25	8	31.29	26.91	21.34	74.25	7238B	6220	5965
1000	5810	24.5	22	13.5	38.74	9.55	0.69	2.4375	3.25	0.51	0.375-16	66.25	8	31.29	26.91	21.34	74.25	7238B	6220	6320

**CROSS REFERENCE GUIDE**

Features	Aurora	NIDEC	GE
7.5 - 250HP	✓	✓	✓
300 -500 HP	✓	✓	✓
600 - 5,000 HP	✓	✓	✓
4 Pole 1800 RPM	✓	✓	✓
6 Pole 1200 RPM	✓	✓	✓
6 Lead PWS	✓	✓	✓
12 Leads	✓		
230/460V	✓	✓	✓
460V	✓	✓	✓
575V	✓	✓	✓
Standard Efficiency	✓	✓	
Premium Efficiency	✓	✓	
NEMA MG1-Part 31	✓	✓	✓
Double VPI Insulation	✓		
WP-1 Enclosure	✓	✓	✓
TEFC Enclosure	✓	✓	
Class B Temp Rise @ 1.15 S.F.	✓		
Peak To Peak Insulation 2300V	✓		
Special Double Rotor Balanced	✓		
Angular Contact P-5 Aviation Bearings	✓		
Extra High Thrust Capable	✓	✓	✓
Ball Type Non Reverse Ratchet	✓	✓	
Casting Grey 250 and Ductile End Bell	✓		

Aurora Motors Brand	NIDEC Brand	GE
7.5 HP - 700 HP STOCK	5 HP - 500 HP	5 HP - 300HP
1800 RPM & 1200 RPM	1200, 1800 & 3600 RPM	1800 RPM & 3600 RPM
6 Leads & 12 Leads	6 Leads & 9 Leads	6 Leads & 9 Leads
230/460V, 460V PWS & 575V	230/460V & 460 V	230/460V & 460V
WP-1 & TEFC	WP-1 & TEFC	WP-1 ONLY
Standard, Premium Eff	Premium Efficiencies	Premium Efficiency
Meets or Exceeds NEMA	Meets or Exceeds NEMA	Meets or Exceeds NEMA
MG1 Part 31	MG1 Part 31	MG1 Part 31
Double VPI w/Tropicalized Epoxy Coating	Insulation System not VPI	Insulation System not VPI
Oversized P-5 Angular Contact Bearings	Standard Angular Contact Bearings	Standard Angular Contact Bearings
Balancing Standard NEMA	Balancing Standard NEMA	Balancing Standard NEMA
Class "B" Temp Rise @ 1.15 S.F.	Temp Rise Class "F" @1.15 S.F.	Temp Rise Class "F" @1.15 S.F.
Grey 250 Cast Iron	Standard Casting	Standard Casting
Precision Cast Frames & EB	Standard Casting	Standard Casting
Non Reverse Ratchet Ball Type all Models	Non Reverse Ratchet Ball Type all Models	Non Reverse Ratchet Pin, Ball Type
Extra High Thrust Capable	Extra High Thrust Capable	Extra High Thrust Capable
Agency Approvals UL, CSA Equal, CE	Agency Approvals UL, CSA Equal, CE	Agency Approvals UL, CSA Equal, CE

## WARRANTY POLICY

Aurora Motors warranties all of its motor/products against defects in material and workmanship provided the motor/product has properly been cared for, installed and operated in the application for which the motor/product was designed. Aurora Motors warranties its motor/products for 12 months after the date of installation or 24 months from the date of shipment, whichever expires first. THIS WARRANTY SHALL BE IN LIEU OF ANY OTHER WARRANTY EXPRESSED OR IMPLIED INCLUDING BUT NOT LIMITED TO, ANY IMPLIED EXPRESSED OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Defective motor/products must be taken to an independent repair facility authorized by Aurora Motors, for inspection or returned to Aurora Motors, for completion of warranty. Any and all repairs must have a written authorization by Aurora Motors prior to such repair.

To claim a warranty on any motor/products, the purchaser must provide the original invoice, date of installation, speculated cost of repair (authorized repair facility) and photographs/video of failure, which do support the warranty claim. Aurora Motors we will be responsible for repairs or replacing the defective motor/product provided that the motor/product has an Aurora Motors NAMEPLATE ON IT, HAS NEVER BEEN ALTERED, and is returned. FREIGHT THAT IS PRE-PAID WILL NEED TO OBTAIN A RETURN MERCHANDISE AUTHORIZATION NUMBER (R.M.A.) BEFORE RETURNING THE MOTOR/PRODUCT. Aurora Motors is not responsible for any expenses in connection with any repair made by anyone other than the factory or an authorized service facility. Aurora Motors is not responsible for removal, installation, or other incidental expenses incurred in shipping the motor/products to or from Aurora Motors. In a motor/product application the thermistor and space heater should be utilized for warranty inspection as well.

Aurora Motors assumes no responsibility for consequential or incidental damage, including, but not limited to, personal injury or labor costs arising from an operating failure of the motor/product for any reason whatsoever nor does it assume responsibility for improper storage and handling by distributor and/or user. Also, for warranty purposes, customer must be ready to provide relevant data to Aurora Motors such as the end user and installer contact information, (preferably at the time of installation). Before a warranty can be determined, the warranty department needs documentation of what application the motor/product was being utilized for, the date the motor/product was purchased, the date the motor/product was installed and if all wiring was properly connected, and if both of the thermistor and space heater had been installed correctly, and if the motor/product had been properly filled with oil, and a complete description of the speculated cause of failure to be presented to Aurora Motors as well.

## CUSTOMER SERVICE AND SUPPORT

### Our Customer Support Guarantee

Your business relies on Aurora Motors, and our Customer Support Services Team is here to help you with responsive and quick help.

### We promise to:

- Be responsive. If a problem happens, we will be there for you.
- Provide a quick turn-around. We will help you to get back up and running as soon as possible.
- Give you reliable answers. Our engineers and designers have both a thorough knowledge of our products and your application.
- Treat you like a respected partner.

Phone: 510-264-1318

Fax: 510-264-1317

[www.aurora-motors.com](http://www.aurora-motors.com)



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