May 17, 2019

Hello everyone,

As you know, we have recently updated our ECM variable speed motor offering as well as the system lookups to be more Customer focused.

As we have transitioned from the old to new offering several Distributors have requested the ability to return the previous motors used in this offering given volumes have transitioned dramatically over the last few months to the new offering. We will accommodate this request via a one-time rebalance process where no restocking fee will be charged.

The process/rules for this rebalance are as follows:

* Timeframe for RMA issuance and motor return: **May 20 – May 31, 2019**
* Motors must have been purchased from Ingersoll Rand within the last 12 months.
* Part numbers covered in this rebalance are listed below. No other part numbers are included in this rebalance process.

|  |  |  |
| --- | --- | --- |
|  | **Part Numbers able to Returned** | **Part Numbers to Purchase** |
| Horsepower | Motor Only  Part Number | Unprogrammed Motor Module Set Part Number |
| 1 | MOT15033 | MOT19079 |
| 3/4 | MOT19078 |
| 1/2 | MOT15032 | MOT19077 |
| 1/3 | MOT19080 |

* A new Oracle Sales Order must be issued for the motors in the “Part Numbers to Purchase” column equal to the amount of motors you wish to return.
  + Example
    - If you want to return 25 pieces of MOT15032 and 30 pieces of MOT15033
    - A new Sales Order must be issued for 55 pieces of any mix of MOT19079, MOT19078, MOT19077 or MOT19080
* The normal RMA process, including the standard return requirements, should be followed with the following additions:
  1. Your RMA request must include the offsetting Oracle Sales Order# in the body of the email and “Jedi RMA” in the email subject line. No RMA will be processed which does not include this information.
  2. Your returns should include a copy of the “ECM Variable Speed – RMA Label” included with this communication on the outside of the package you return.

Questions regarding this rebalance process should be directed as follows:

1. Product related questions – Chris Stewart, Product Manager – [chris.stewart@irco.com](mailto:chris.stewart@irco.com)
2. RMA process – Gretchen Brooks, Returns Specialist – [gbrooks@irco.com](mailto:gbrooks@irco.com)

Thank you.

Chris Stewart

Product Manager, Motors and Drives