



Eurolec Warranty Policy for Starter Motors And Alternators

Effective August 2014



Eurolec Warranty Policy

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EUROLEC operates a “no-quibble” warranty procedure on all units whereby a returned unit will be credited in full or replaced Free of Charge.

However, this warranty policy is conditional, subject to the following basic conditions:

1. The unit will be considered within the warranty period if it is returned within 12 months from date of sale or 12,000 miles completed, whichever comes first. **However, we realise that units may be held in stock by our customers before fitment, and we will always use discretion in such circumstances.** In such instances, the company's decision is final.
2. The unit had been fitted correctly by a trained mechanic or auto electrician.
3. The unit has not been stripped or part-stripped, abused, modified or tampered with in any way.
4. The unit has been fitted to the correct vehicle application.
5. If requested by a member of Eurolec staff, proof of purchase must be provided.
6. If requested by a member of Eurolec staff, proof of mileage and relevant vehicle details must be provided.
7. There are no evident or obvious physical signs for reasons of failure as described in the list below:
 - Ingress of engine oil, water etc.
 - Damaged or broken terminals due to over-tightening or loose connections on fitment.
 - Broken fixing brackets, or any sign of accidental damage to any part of the unit.
 - Damaged pinion teeth due to faulty ignition switch, incorrect ring gear / fly wheel.
 - “Burnt out” units, due to faulty ignition switch or relays.
 - Damage, wear and tear due to excessive use.
 - Please note – this is not an exhaustive list, and Eurolec reserves the right to reject warranty on a returned unit at our discretion.
8. In the event of dispute, the company's decision is final.

Incurred Costs

Eurolec shall not in any way be liable or responsible for consequential loss, damage claim or labour claim liabilities of any kind whatsoever and howsoever arising in respect of products supplied by Eurolec.

WARRANTY NOTICES TO BE INCLUDED IN ALL UNIT BOXES FROM MARCH 2013

Important notice affecting the warranty of this Alternator

Please read!



Many electrical faults are mis-diagnosed, leading to the unnecessary change of the alternator. Faults that do not originate from the alternator, or cause the alternator to fail, will result in the subsequent failure of any replacement alternator. Therefore, please examine your old alternator for the following:

- Burnt terminal connections (due to loose / incorrect connection)
- Burnt or over-heated (solid) pulley. Red or blue burn marks around the pulley will indicate this, usually caused by a worn fan belt or incorrect tensioning.
- Excessive oil or water ingress.

If your old alternator exhibits any of the above, a replacement alternator will not solve the problem! Our replacement alternator will fail on the vehicle for exactly the same reasons, and the unit will not be covered under warranty.

Before fitting a replacement alternator, please check all of the above and ensure that the battery is fully charged before reconnecting.

Important notice affecting the warranty of this Starter Motor

Please read!



Many starting faults are mis-diagnosed, leading to the unnecessary change of starter motors. Faults that do not originate from the starter motor, or cause the starter motor to fail, will result in the subsequent failure of any replacement starter motor. Therefore, please examine your old starter motor for the following:

- Red or blue burn marks around the pinion teeth or armature shaft.
- Evidence of a burnt out motor. This is obvious from a burning smell from inside the starter motor, or at the rear end from the brush box.

From our experience, the above problems are usually caused by a faulty ignition switch or faulty start relay – if in doubt, please replace!

- Worn pinion teeth – this would indicate an incorrect fitment or existing damage to the ring gear.
- Excessive oil or water ingress.

If your old starter motor exhibits any of the above, a replacement starter motor will not solve the problem! Our replacement starter motor will fail on the vehicle for exactly the same reasons, and the unit will not be covered under warranty.



Eurolec Warranty Policy – Visual Inspection Chart for all units

Effective August 2012

We will refuse warranty on returned units for the following reasons. So should you!!

Unit broken or tampered with

We will reject warranty if a unit is returned to us with evident damage as a result of mis-handling, or if it is obvious that a component part has been changed or removed



The solenoid was changed on this unit



The bracket on the starter on the left has been ground off to fit – the unit on the right is how it should look!



The pulley was changed on this unit



This unit was dropped by a customer, damaging the plastic cap and rectifier



Non-Eurolec unit

We know all of our units! All product purchased by us or re-manufactured in our factory is easily recognisable by our warranty department. If we believe the unit is not ours, warranty will be rejected. All Eurolec units have a unique ID label stating part number, date of manufacture or supply. If this label is missing, warranty will not be honoured.



The label from a Eurolec unit was removed and placed on this non-Eurolec unit.



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We will refuse warranty on returned units for the following reasons. So should you!!

No Fault Found

Without doubt the biggest single reason that we reject warranty. Having been involved with rotating electrics for nearly 40 years, we can spot a false warranty claim a mile off! Many units returned to us have no evident fault, and many have never even been fitted to a vehicle. In this instance, we will reject warranty and the product will be returned to the customer.



These units had never been fitted – there are no wear / abrasion marks around the bracket holes that indicate fitment, and there are no wear marks on the pulley suggesting no belt has been fitted

Unit out of warranty date

All Eurolec units have a production date on the label, which is an indication to the age of a returned unit. The warranty period begins from the date the unit is sold to the customer, and lasts 12 months from that date. We understand that some units may have a “shelf life” prior to sale, and we will use our discretion when agreeing warranty



This alternator was recently returned to us (March 2012) after three years service. The internal indications (the state of the bearings, wear to the brushes and slip ring) suggested well over 100,000 miles. The customer still tried to claim warranty.

Eurolec Warranty Policy – Visual Inspection Chart for all units

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We will refuse warranty on returned units for the following reasons. So should you!!

Starter Motor burnt out

A common fault with starter motors is the failure of an ignition switch or starter relay. This will cause the starter motor to be permanently engaged, and the motor will eventually burn out. This is evident from the red / blue burn marks around the drive teeth and armature shaft, and by the obvious smell of burning! If this is evident, we will reject any



Red / blue burn marks around pinion teeth



Unit held in mesh, causing collapse of brushes, brush box and armature coils



Alternator burnt out / incorrectly wired

Incorrect wiring of an alternator is a common problem. Terminals, plugs and connections are frequently wired incorrectly, causing the failure of component parts such as the regulator and rectifier. In certain cases, this will cause the alternator to “burn out” as the incorrect wiring leads to the electric feed melting terminals. If this is evident, we will reject any warranty.





Eurolec Warranty Policy – Visual Inspection Chart for all units

Effective August 2012

We will refuse warranty on returned units for the following reasons. So should you!!

Excessive oil ingress

An oil leak on a vehicle engine can be disastrous for many reasons. In certain situations, the excess oil can leak on to the starter motor or alternator which will inevitably lead to the failure of the internal components. In this case, we will reject the warranty.



Incorrect fitment

Many units are incorrectly fitted as a result of inaccurate fitment information. It is very important to get the information right before fitting a unit, or damage will inevitably occur. This will void any warranty



Damage to the teeth on this starter motor has been caused by either an incorrect fitment or the wrong ring gear



The unit on the left was "adapted" to fit as the unit on the right. Incorrect unit for the fitment, leading to extensive damage to the Eurolec unit

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