

Please read this prior to returning a motor for service.

Before returning any item to Maxx Products be sure to remove any items or accessories that are not original equipment. This includes any connectors, pinion gears, gearboxes, propellers, speed controls, etc. Return of these items can't be guaranteed if replacement of the service item is necessary. Items that were originally supplied with the motor, such as the original connectors, need not be removed. If specifically asked to include such items with a return, be sure to list all such items on the service request form.

If an item is returned for a quote for service and repair is declined, return shipping will be charged to the customer. If an item returned for service tests as functional, return shipping will be charged to the customer. Be sure that you have isolated the problem to the item being returned. Non-warranty repairs must be paid for prior to service by check, money order, or credit card. No COD's accepted.

Himax motor service:

Himax Brushless motor service is available as an exchange policy. Motors that can be repaired will be replaced with a new or refurbished motor, at our discretion, for a cost of 65% of the current retail price. Parts are available for all motors and gearboxes. If a part is not listed on the website, please call.

Problems that can't be repaired are burnt or damaged coils (including motor leads broken near or inside the case) and severely damaged cases. In some instances major damage of several components will not qualify for the exchange program. Gearbox repairs will be quoted after receipt of the motor.

Motors that are returned for warranty service may be repaired, or replaced with a new or refurbished motor at our discretion. Warranty claims will not be processed for motors that have incurred physical damage (such as crashes or drop damage), broken or cut motor leads, or overheating. Under no circumstances will a warranty claim be handled without proof of purchase.

All motors returned to Maxx Products, must include a Service Form with a description of the problem. A valid phone number and/or email address must be provided. Failure to include detailed information of the application will result in extended repair times.

Filling out the form:

Please include your full name, address, daytime phone number, and email address if available. Incomplete information will delay the repair. List the components in the system including propeller, gearbox, speed control, and battery. Include details of how the problem arose. Please indicate whether the service is being claimed as warranty and be sure to include a purchase receipt for warranty repairs. Crash damage, wear items, or improper use is not covered under warranty.



Service Request Form

Business Hours: 9AM to 5:30PM CST
Monday through Friday
(847) 438-2233

Ship To:
Maxx Products
Attn: Customer Service
815 Oakwood Rd, Unit D
Lake Zurich, IL 60047

1. CUSTOMER INFORMATION (Please Print)

NAME _____

STREET _____

CITY _____ STATE _____ ZIP CODE _____

DAYTIME PHONE _____

E-Mail Address _____

2. SHIP TO INFORMATION (IF DIFFERENT FROM CUSTOMER INFO)

NAME _____

BUSINESS NAME (IF APPLICABLE) _____

STREET NAME _____

CITY _____ STATE _____ ZIP CODE _____

3. RETURNED ITEM INFORMATION NOTE: PLEASE BE EXACT WHEN LISTING RETURNED ITEMS

Quantity	Motor Model Number	Battery/Voltage:	Gear Ratio:
		ESC:	Propeller:
		Current Draw at Full Throttle:	Crash or Impact Caused Failure: YES / NO
Describe the failure in detail:			
Quantity	Motor Model Number	Battery/Voltage:	Gear Ratio:
		ESC:	Propeller:
		Current Draw at Full Throttle:	Crash or Impact Caused Failure: YES / NO
Describe the failure in detail:			

4. Warranty Repair? _____ Yes _____ No

5. PURCHASE INFORMATION

PURCHASE DATE: (MM/DD/YY): _____ / _____ / _____

WHERE PURCHASED: _____

Be sure to provide a copy of your receipt for all warranty repairs. If one is not provided, product warranty is left to the technician's discretion.

6. Signature _____ Date _____