

Sending a Servo Motor, Encoder or Drive for Repair

Fill this in and send it with photos on WhatsApp +91 97866 22233 or to info@starautomations.com. We confirm repairability and quote the same working day.

Photos to send

- Motor nameplate, sharp and readable
- Encoder label (if the rear cover is off)
- Feedback and power connectors
- Any visible damage, coolant or burn marks
- Drive alarm screen or alarm history

Details

Item	Value
Company, contact, phone	
Make and model	
Serial number	
Machine and axis	
Alarm code and when it appears	
Recent work on the motor (bearings, encoder, rewind)	
Service needed: emergency / urgent / standard	
Return address and GSTIN	

Turnaround

Service	Time
Emergency (line down)	Same day where the fault and parts allow
Urgent	3 working days from receipt and quote approval
Standard	7 working days
Imported parts	Quoted with their own timeline

Packing

- Fit shaft and connector caps; wrap the shaft key.
- Pack the motor upright in a strong box with padding; heavy motors on a wooden base.
- Do not ship with oil or coolant inside; drain and wipe.
- Put this sheet inside the box.

Addresses

Puducherry: C-20 Industrial Estate, Thattanchavady, Puducherry 605009. Chennai: Plot No. 48, Cauvery Nagar, Madhiravedu, Poonamallee, Chennai 600077. Bengaluru facility: ask us for the address. WhatsApp before you ship so the motor is logged on arrival.