

Water Walker Mk2 Drive Motor Exchange (Outside of the UK)

The drive motor in your Water Walker is situated within the treadmill conveyor. It is one of the most expensive parts of your Water Walker to replace and luckily it doesn't need replacing very often.

Depending on usage after 5 -10 years of use, sometimes the drive motor will give signs of wear, by causing the safety devices inside the control box to trip or by leaking small deposits of lubricating oil into the treadmill, you may notice oil floating on the surface of the water. This usually means that the oils seals have degraded, often by this time other internal parts have also reached the end of their life. This is the time to contact Westcoast for support. Do not leave it and hope it will go away, it will only get worse. Good Water management and correct pH balanced water is a key to extending the life of your drive motor seals.

After establishing that you need to replace the drive motor, do not attempt to remove the motor yourself unless a Westcoast engineer has talked you through the removal procedure. The unit is very heavy and the cable can get caught and damaged very easily, if the cable is even slightly damaged, a replacement cable will need to be factory fitted and sealed again.

Because of the high cost to replace the drive motor, Westcoast have arranged with the manufacturer to provide us with a refurbishment scheme, the outer stainless-steel shell is almost always able to be refitted with new internal components and seals. They are returned to Westcoast fully tested and with warranty. These refurbishments can take many weeks to be completed. We know our customers can't be without their Water Walker for very long, so we provide an exchange service to save time.

We provide you with a refurbished drive motor at a cost of * £3,000 + shipping. You are responsible for local taxes.

You use the wooden crate provided with your new motor to return the faulty motor to Westcoast.

We send the faulty motor back to the manufacturer and receive a report and cost to refurbish. With this information we are able to calculate how much refund you will receive for your returned motor up to a value of £1,500.

N.B. Not all drive motors qualify for an exchange unit. Please contact Westcoast with your model and serial number so we can check for you.

*Cost is correct at Dec 2020