

Service Guide for AC Drives and Soft Starters

Supplement to the Schneider Electric Conditions of Sale Class 8800

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Retain for future use.



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Introduction

This document is a supplement to the *Schneider Electric Conditions of Sale, Standard* (publication 0100PL0041). It provides additional information on warranties, returns, and exchanges for all drives and soft starters available from Schneider Electric and authorized sales channels.

Current offerings include soft starters (Altistart™ 01, Altistart 22, and Altistart 48 models) and adjustable speed drives (Altivar™ 12, Altivar 32, Altivar 61, Altivar 71, Altivar 212, and Altivar 312 models). Refer to the *Digest* for information about Schneider Electric's drive and soft starter products.

Warranty Policy

NOTE: Before you can receive a return tag for inoperative soft starters or drives, you must obtain a case number from the Drives Product Support Group (DPSG). Contact the DPSG toll free at 1-888-778-2733 or by e-mail at drive.products.support@schneider-electric.com.

Standard Warranty

Schneider Electric warrants equipment that it manufactures and that is sold through authorized sales channels to be free from defects in materials and workmanship for eighteen months from the date of invoice.

If within eighteen months eligible equipment is proved to Schneider Electric's satisfaction to be nonconforming, it is repaired or replaced at Schneider Electric's option.

The standard warranty covers parts, labor, and product replacement. It does not cover transportation, removal, installation, temporary power, or any other expenses incurred in connection with repair and replacement (see Table 1 on page 6). Optional warranty inclusions are specified in the individual service agreements and only cover products located in the United States.

For inoperable soft starters and drives, customers must furnish detailed problem information through the Customer Complaint and Process (CCP) system to receive a thorough analysis. If detailed information is not available, a basic analysis is provided.

To open a claim for startup, repair, or replacement of internationally exported soft starters or drives, please contact your local Schneider Electric sales office or your local Schneider Electric field service location manager.

Extended Warranty with Authorized Paid Startup

Schneider Electric offers a six-month extended warranty with paid startup on AC drives. Startup service is not available for soft starters (see Table 1). The startup must be performed by Schneider Electric Services, a Schneider Electric authorized service center representative, or a Schneider Electric factory-trained distributor or service technician. The technician is required to register the drive by serial number with Schneider Electric to activate the extended warranty.

Table 1: Warranty Coverage

Product Group	Product Family	Standard Warranty	Extended Warranty with Authorized Drives Startup	Purchased Extended Warranty	Purchased In and Out Services
General purpose	ATV12, 312 ATS01, 22, 48	Coverage Parts and labor (parts only coverage for open-style drives, 100 hp and lower) Duration 18 months from date of invoice Price No charge	Coverage Parts and labor (standard warranty period) Parts only: 6 months (extended warranty period) Duration 24 months from date of invoice or 6 months from startup date if the invoice date is not available. Total warranty period not to exceed 30 months. Price No additional charge for extended warranty period.	Coverage Parts only (labor charges are additional) Duration 2–5 years maximum from shipment date More than 5 years requires a contract with Schneider Field Services. Contact your local Schneider Electric sales office. Price 5% per year of total purchase order value Must be purchased at the time of the initial order	Coverage Parts, labor, and service Engineer travel expenses Duration Not to exceed standard or extended warranty time period Price 3% per year of total purchase order value Must be purchased at the time of the initial order
HVAC and pump	ATV61, 212				
Enclosed/MCC ¹	S-Flex, E-Flex, M-Flex, enclosed soft starters, Model 6 MCCs				
Applied drives Constant torque	ATV32, 71				
System drives	<ul style="list-style-type: none"> • MV (medium voltage) • HHP (high horsepower) • VHP (very high horsepower) • AFE (active front end) 				

¹ On-site labor is determined by Schneider Electric for MCCs and enclosed drives during the extended warranty period.

Technical Support (DPSG)

The Drives Product Support Group (DPSG) provides field sales, distributors, OEMs, contractors, and end users with AC drive and soft starter technical assistance. Support includes equipment selection, programming, communications, and other troubleshooting assistance. The support group may be contacted as follows:

- Phone (toll free): 1-888-778-2733 Monday–Friday 8 a.m. to 8 p.m. ET (after-hours emergency support is available)
- Fax: 919-217-6508
- E-mail: drive.products.support@schneider-electric.com

Contact the DPSG for all product-related technical support questions. If the reported problem cannot be resolved, the support engineer will direct you to the functional group that can best provide problem resolution. Each problem inquiry is assigned a case number, which is critical for tracking the history of the problem, for dispatching services, and for warranty evaluations.

Warranty Returns

To return current or obsolete products to Schneider Electric for warranty returns or evaluation:

1. When contacting the support group, provide as much of the following information as possible:
 - a. Schneider Electric account number
 - b. Case number
 - c. Serial number of the drive or soft starter
 - d. Detailed description of the problem
 - e. Proof of purchase
 - f. Length of time that the device has been in service
 - g. Catalog number
 - h. Equipment fault code
 - i. Purchase order number

NOTE: A purchase order number is required and will be used if the inoperative equipment is found to be out of warranty.

2. If the inoperative equipment is found to be out of warranty, refer to "Non-Warranty Repair and Return" on page 8.
3. A Claims Notification Identification number (CNI number) is provided, and return tags and labels issued, for shipping the equipment to the Schneider Electric Industrial Repair Services center (SE-IRS center). See "Returned Equipment Packaging" on page 10 for packaging requirements. Equipment returned without a CNI number is not evaluated, and is returned freight-fee collect.
4. The SE-IRS center evaluates, repairs, and returns the equipment.

NOTE: If a repair is not authorized, the equipment may be scrapped with no charges or returned unrepaired. Equipment returned unrepaired is subject to shipping freight fees. If the equipment is mounted in a Schneider Electric enclosure, provide the catalog number when first requesting service, to ensure that the equipment is returned to the correct plant location. If the equipment is mounted in a non-Schneider Electric enclosure, remove the equipment from the enclosure and return it, using the appropriate method. Refer to "Returned Equipment Packaging" on page 10 for packing methods.

Valid Warranty Repair

Upon receipt, the SE-IRS center evaluates the equipment and determines the validity of the warranty.

Warranty Repair and Return

The equipment will be repaired and shipped within 10 business days. Schneider Electric warrants the equipment repair or the equipment replaced under this policy to be free from defect in materials and workmanship for 12 months from the shipping date.

Non-Warranty Repair and Return

If the equipment has failed because of improper use, or if the equipment is found to function properly with no problem found (NPF), or if the existing warranty has expired, the equipment is treated as a non-warranty repair and return. Refer to "Non-Warranty Repair and Return" on page 8.

Warranty Exchange

If the original equipment is known to be out of warranty, you can purchase new equipment or have your original equipment repaired. See "Non-Warranty Repair and Return" on page 8 for instructions.

A warranty exchange unit is typically available for overnight shipping.

1. To initiate a warranty exchange, contact DPSG and provide the following information:
 - a. Schneider Electric account number
 - b. Case number, if available
 - c. Serial number of the drive or soft starter
 - d. Detailed description of the problem
 - e. Proof of purchase
 - f. Length of time that the device has been in service
 - g. Catalog number
 - h. Equipment fault code
 - i. Purchase order number

NOTE: A purchase order number is required, in order to cover:

- all non-warranty costs incurred during the evaluation
- the cost of replacement if you do not return the inoperable equipment under warranty within 30 days of opening the case.

2. You are advised of equipment availability.
3. A CNI number, return tag, and shipping label are issued. You must use the mailing label provided, to ensure that the equipment is returned to the SE-IRS center. Refer to "Returned Equipment Packaging" on page 10 for packaging requirements. Equipment returned without a CNI number is not evaluated and is returned freight-fee collect.
4. Exchange equipment is shipped to the requested location.
5. Upon receipt into the SE-IRS center, the equipment is evaluated.

Valid Warranty—Exchange Claims

The SE-IRS center evaluates the equipment upon receipt, and determines the validity of the warranty.

- Schneider Electric warrants exchange equipment shipped from inventory to be free from defect in materials and workmanship for 12 months from date of shipment.
- If the equipment has failed because of improper use, or if the existing warranty has expired, it is treated as a non-warranty repair and return.

Non-Warranty Repair and Return

There are two options for returning non-warranty equipment (both current and obsolete products) to Schneider Electric for repair and return:

Option 1: Contact the Customer Care Center (CCC) at 1-888-778-2733 and provide the following information:

- Schneider Electric account number
- Detailed description of the problem
- Catalog number
- Purchase order number

Option 2: Ship the equipment directly to the SE-IRS center:

Schneider Electric Industrial Repair Services Center
235 Burgess Rd.
Greensboro, NC, 27409

Include the packing slip and the following information:

- Schneider Electric account number
- Detailed description of the problem
- Catalog number
- Purchase order number

Upon receipt, the SE-IRS center inspects equipment for installed options or physical damage, and provides a repair quotation. Written customer authorization of the repair quotation is required before testing and repair.

- If the equipment functions properly, the SE-IRS center provides an invoice for testing each unit, plus shipping freight fees.
- If the equipment is repairable, the SE-IRS center repairs the equipment and provides an invoice to include repair price plus shipping freight fees. Schneider Electric warrants equipment repaired under this policy to be free from defect in materials and workmanship for a period of 12 months from the date of shipment.

- If the equipment is determined to be non-repairable, two options are available:
 - The equipment is returned unrepaired and invoiced for shipping freight fees, or
 - The equipment is scrapped at no charge.

NOTE: If the repair is not authorized, the equipment may be scrapped with no charges or returned unrepaired. Equipment returned unrepaired is subject to shipping freight fees. If the equipment is mounted in a Schneider Electric enclosure, provide the catalog number when first requesting service, to ensure that the equipment is returned to the correct plant location. See "Returned Equipment Packaging" on page 10 for packing methods.

On-Site Services

Warranty on-site service is determined by the product support engineer. Non-warranty on-site service is determined by the CCC. If drive startup is also required, please contact the CCC to schedule.

1. To obtain on-site service, contact the CCC at 1-888-778-2733 and provide the following information:
 - a. Case number (if issued)
 - b. Drive catalog and serial number
 - c. Detailed description of the problem
 - d. Proof of purchase
 - e. Length of time the device has been in service
 - f. Date code (on drive nameplate)
 - g. Quote to Cash number (if available)
 - h. Contact name and phone number
 - i. Location for service (physical address)
 - j. Requested response time
 - k. Equipment fault code
 - l. Purchase order number

NOTE: A purchase order number must be provided to cover all non-warranty costs incurred during the evaluation.
2. Upon receipt of the purchase order, Schneider Electric Field Services calls the designated field service technician and schedules an on-site service call.
3. While on site, the field service technician:
 - a. Discusses the problem with a knowledgeable contact
 - b. Obtains an authorized signature to begin work
 - c. Repairs or replaces the equipment
 - d. Obtains a signature verifying that the required work was completed

Warranty On-Site Service

Refer to "Warranty Policy" on page 5 for standard warranty.

If the equipment has failed because of improper use or if the existing warranty has expired, refer to "Non-Warranty On-Site Service" for non-warranty options.

Non-Warranty On-Site Service

For non-warranty on-site calls, the customer is invoiced for all parts and services according to Schneider Electric Services Time and Material Service Rates. Schneider Electric Services warrants the repairs made according to the Terms and Conditions of Supply and Performance.

If the equipment is found to function properly, an invoice is generated for charges incurred as described above.

If the equipment is found to be non-repairable, or if the equipment has been exposed to conditions beyond those described in the product specifications, Schneider Electric Services follows their current on-site service process.

Field Installable Repair Parts

Only Schneider Electric or its authorized representatives shall repair Schneider Electric equipment under warranty. To obtain field installable repair parts for equipment not under warranty:

1. Consult the *AC Drives and Soft Starters Pricing Guide*, 8800PL9701, to determine the needed repair parts and the corresponding catalog numbers. If further troubleshooting or part identification assistance is needed, refer to "Warranty Returns" on page 6 for technical phone support.
2. Contact the CCC at 1-888-778-2733 and provide the Schneider Electric account number to order the repair parts.

Returned Equipment Packaging

Original packaging material should be used to return equipment to the Schneider Electric facility. If the original packaging material is not available, the packing methods described in Table 2 are acceptable.

NOTE: Returning equipment by unacceptable methods voids any claims to the warranty.

Schneider Electric sends a return-tag package containing the packing list, customer file copy, and shipping labels.

- Place the packing list in the box with the equipment being returned.
- If using more than one container, place a copy of the packing list in each individual container.
- Retain the customer file copy in case there are billing questions.
- Apply the shipping labels to the outside of the container. Generate additional labels as needed for each container.

NOTICE
<p>ELECTROSTATIC DISCHARGE</p> <ul style="list-style-type: none"> • Do not use unacceptable materials, as listed in Table 2, when packaging the equipment. • Equipment that contains electronic components is susceptible to damage or degradation from electrostatic discharge. • Unacceptable materials can generate static charges in excess of 10,000 V, causing a high risk of damage to electronic components. • Schneider Electric is not responsible for equipment damage caused by electrostatic discharge generated by improper packaging. <p>Failure to follow these instructions can result in equipment damage.</p>

Table 2: Packaging Methods and Materials

Acceptable	Unacceptable
<ul style="list-style-type: none"> • Anti-static material (anti-static film, anti-static bubble wrap, ESD bag). • Stabilizing or shock absorbing materials (anti-static foam inserts). • Reinforced container (reinforced cardboard for equipment weighing less than 100 lbs; crating for equipment weighing 100 lbs or more). 	<ul style="list-style-type: none"> • Styrene material (peanuts, foam, other static generating material). • Plastic material. • Any other packaging material that can cause electrostatic discharges.

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