

Service Guide for AC Drives and Soft Starters

Overview of Standard and Purchased Warranties S-Flex, Altivar™ Low Voltage Drives

This document supplements the Schneider Electric Conditions of Sale.

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Introduction

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

Product Offer

Current soft starter and adjustable speed drive offers are listed in the following table. Refer to the [Digest](#) or [Altivardrives.com](#) for additional information on Schneider Electric drive and soft starter products.

Table 1 - Soft Starter and Adjustable Speed Drives Offer

Soft Starters	Altivar™ 480	Legacy Soft Starters	Altivar 48
	Altistart™ 01		
	Altistart 22		
Adjustable Speed Drives	Altivar 12	Legacy Drives	Altivar 312
	Altivar 212	—	Altivar 61
	Altivar 320	—	Altivar 71
	Altivar 340	—	Altivar 66
	Altivar 630	—	Altivar 58
	Altivar 650	—	—
	Altivar 930	—	—
	Altivar 950	—	—
	Altivar 660	—	—
	Altivar 960	—	—
	Altivar 680	—	—
	Altivar Outdoor 630	—	—
	Altivar Outdoor 930	—	—
	Customer Low Voltage Drives	—	—
	Altivar Process Modules (APM)	—	—

Warranty Policy

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). Using MySchneider is recommended. Contact the DPSG toll free at 1-888-778-2733 Option # 2 (Technical Support) and then Option # 4 (AC Drives and Soft Starters), or by email at drive.products.support@se.com. The DPSG will collect details on the product such as part number, serial number, factory order number (if applicable) to document in a case.

NOTE: Priority Support holders will have priority support with 1–hour response time. Customers without a support plan will be handled First In-First Out with a maximum 48–hour response.

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 shipment.

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 [Warranty Coverage, page 7](#)). 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:

- Standard Warranty — Detailed information about the drive, and application is collected and testing is completed to confirm an inoperative product. If specific details are not documented, generic testing is completed which may not identify the issue with the product and may impact warranty approvals.
- Technical Expert Assessment (TEX) — There may be a fee associated with a TEX request. TEX is available for both warranty and non-warranty. If detailed information is not available, a basic analysis is provided.

NOTE: Product may not be repairable/reusable after the TEX process.

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 Startup

Schneider Electric offers an additional 30-month extended warranty with paid startup on AC drives and soft starters. The startup must be performed by Schneider Electric Field Service Resource or Authorized Service providers for additional 30-month extended warranty.

For modular drives:

- The SE US service team has the final authority to execute or decline service activities on APM properties owned by third-party companies. This is because APM products are serialized, programmed, and tested (including Hi-pot test, Short Circuit, and Grounding test) by certified APM integrators or APM partners.

- If an APM Partner or integrator modifies the panel design and incorporates APM power modules into a 3rd party owned UL standard cabinet, it may deviate from the standard service actions outlined in the SE service manual. In such cases, the services team cannot perform standard services actions unless specific conditions are met, this may require special accommodations at customer expense.
- If APM Partner requires additional SE support after checking the Portal tool, contact the SE CCC. Preferred contact method is using MySchneider. APM Partner must provide (but not limited to) drawings/electrical schematics, photos, test reports, catalog & serial numbers. Additional information may be requested from the CCC.

Table 2 - Warranty Coverage

Product Group	Product Family	Standard Warranty	Extended Warranty with Schneider Electric Services Startup	Purchased Extended Warranty	Purchased In and Out Services
Open style drives (stand-alone)	<ul style="list-style-type: none"> • ATV12, 312, 320, 340 • ATV212 • ATV630, 930 • ATV650, 950 • ATS01, 22, 48, 480 	<p>Coverage: Parts and Labor for Enclosed Soft starters, drive systems, or wall-mounted drives 150 hp or greater. Parts only for others.</p> <p>Duration: 18 months from date of shipment from Schneider Electric.</p>	<p>Coverage: The Standard warranty period covers Parts and labor. The Extended Warranty Period (Additional 42 months) covers Parts only.</p> <p>Duration: 60 months from date of shipment. Total warranty period not to exceed 60 months.</p>	<p>Coverage: The Extended Warranty Period covers Parts only.</p> <p>Duration: 3 or 5 years maximum from shipment date for open style drives. 3 or 5 years maximum from shipment date for Modular drives requires a support contract to be maintained. A maximum of 12 years from shipment date for system and open style drives requires a support contract and dedicated asset connection with Schneider Field Services to be maintained. Contact your local Schneider Electric sales office.</p>	<p>Coverage: Parts, labor, and service technician's travel expenses.</p> <p>Duration: Not to exceed standard or extended warranty time period.</p>
Enclosed drives and soft starters	<ul style="list-style-type: none"> • S-Flex • Enclosed soft starters 				
System drives	<ul style="list-style-type: none"> • ATV660 • ATV960 • ATV680 • ATV980 • AOD630 • AOD930 • Custom Low Voltage Drive Systems 				
Modular Drives	<ul style="list-style-type: none"> • Altivar Process Modular (APM) 				

Technical Support

The Drives Product Support Group (DPSG) provides post-sale support on AC drive and soft starters. Contact the DPSG for post sales questions. If the reported problem cannot be resolved, the support engineer will escalate the case or 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 service and for warranty evaluations.

The DPSG offers a Drives Premier Support Contract or Advantage Service Plan (ASP) that includes direct access to our Advanced Technical Support engineers including holidays, nights, and weekends.

Free Remote Technical Support

The Drives Product Support Group (DPSG) provides assistance with basic product configuration on current products, as well as legacy products still under warranty, and answers frequently asked questions (FAQs).

Support is available Monday through Friday, 8:00 am to 8:00 pm Eastern Standard Time, excluding holidays. All inquiries are handled on a first come, first serve basis by our Primary / Level 1 team and escalated as needed to our Advanced team on a first come, first serve basis with a 48 hour maximum response time.

The DPSG offers a Premiere Support Contract that includes direct access to our Advanced Technical Support Engineers on holidays, nights, and weekends. After hours service is available at an additional cost for those who do not have a Premier Support Contract.

NOTE: For better response time, purchase Drive Premier Support Contract or reach out to your local Schneider Electric Representative to discuss an Advantage Service Plan (ASP). There's a \$550 a one-time fee for a "Down Scenario" to access Advance Technical Support Engineers without an active support plan.

Premier Contract for Remote Technical Support

You can choose our Premier Support Contract and partner with specialized engineers to help improve system performance, increase use, and reduce total cost of ownership.

The Premier Support Contract includes direct access to our Advanced Technical Support Engineers with the highest priority and a one hour maximum response time during normal operating hours, Monday through Friday, 8:00 am to 8:00 pm Eastern Standard Time.

It also includes technical support with a 30 minute response time after hours, including weekends and holidays, and enhanced access to web/email/chat/case creation from our Automation website.

The Premier level of technical support is also available for a one-time fee.

Contact your local Schneider Electric distributor or sales office to place an order. For more information regarding adding this service or renewing your existing Premiere Support Contract, please call 888-266-8705 and select option #3.

DPSG Contact Information

Table 3 - DPSG Contact Information

Toll Free	1-888-778-2733
Email	drive.products.support@se.com
MySchneider	https://www.se.com/myschneider NOTE: Enhanced web/email/chat support is in addition to Free Basic Technical Support. Customers have access to a self-service support portal.
Web	https://www.se.com/drives

Enhanced web/email/chat support is in addition to Free Basic Technical Support. Customers have access to a self-service support portal.

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:
 - Schneider Electric account number
 - Factory Order number
 - Case number
 - Serial number of the drive or soft starter
 - Detailed description of the problem
 - Proof of purchase
 - Length of time that the device has been in service
 - Catalog number
 - 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](#), page 12.
3. A Return Material Authorization (RMA) 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](#), page 16 for packaging requirements.
4. The SE-IRS center evaluates, repairs, and returns the equipment.

Valid Warranty Repair

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

Warranty Repair

The equipment will be repaired and shipped within 10 business days post receipt by equipment and repair. 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

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](#), page 12. Schneider Electric will provide equipment repair status.

Warranty Exchange

A warranty exchange unit is typically available for overnight shipping.

1. If the original equipment is known to be out of warranty, new equipment can be purchased or original equipment can be repaired. See [Non-warranty Repair and Return](#), page 12 for instructions. Provide as much of the following information as possible:
 - Schneider Electric account number
 - Factory Order number, if applicable
 - Case number
 - Serial number of the drive or soft starter
 - Detailed description of the problem
 - Proof of purchase
 - Catalog number
 - Purchase order number

NOTE: A “Good Faith” purchase order is required to cover all non-warranty costs incurred during the evaluation and the cost of replacement if you do not return the operable equipment under warranty within 30 days of opening the case.
2. If equipment is available.
3. A Return Material Authorization number (RMA), return tag, and shipping label are issued. Customer must use the mailing label provided, to ensure that the equipment is returned to the SE-IRS center. Refer to [Returned Equipment Packaging](#), page 16 for packaging requirements.
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 Schneider Electric Industrial Repair Center (SE-IRS) 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
1-800-950-9550

<https://www.se.com/us/en/work/services/industrial-services/>

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](#), page 16 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 or use the tech locator function at <https://drivestartup.schneider-electric.us/#/techlocator> to contract third party authorized startup.

1. To obtain Schneider Electric service, contact the CCC at 1-888-778-2733 and provide the following information:

- Case number (if issued)
- Drive catalog and serial number
- Detailed description of the problem
- Proof of purchase
- Length of time the device has been in service
- Date code (on drive nameplate)
- Quote to Cash number (if available)
- Contact name and phone number
- Location for service (physical address)
- Requested response time
- Equipment fault code
- 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:

- Discusses the problem with a knowledgeable contact
- Obtains an authorized signature to begin work
- Repairs or replaces the equipment
- Obtains a signature verifying that the required work was completed

Warranty On-site Service

Refer to Warranty Policy, page 6 for the 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, page 14 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 your local field sales office to determine the needed repair parts and the corresponding catalog numbers. If further troubleshooting or part identification assistance is needed, refer to [Technical Support, page 8](#) 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 *Packaging Methods and Materials*, page 16 are acceptable.

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

ELECTROSTATIC DISCHARGE

- Do not use unacceptable materials, as listed in *Packaging Methods and Materials*, page 16 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.

Failure to follow these instructions can result in equipment damage.

Table 4 - Packaging Methods and Materials

Acceptable	Unacceptable
<ul style="list-style-type: none"> • Anti-static material (anti-static film, anti-static bubble wrap, ESD bag) 	<ul style="list-style-type: none"> • Styrene material (peanuts, foam, other static generating material)
<ul style="list-style-type: none"> • Stabilizing or shock absorbing materials (anti-static foam inserts) 	<ul style="list-style-type: none"> • Plastic material
<ul style="list-style-type: none"> • 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"> • Any other packaging material that can cause electrostatic discharges

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