

# Drives Start-up Center Certification Program Q&A

The Schneider Electric® Drives Start-up Center Certification program is intended for distributors, Mechanical Solutions Providers (MSPs) and Electrical and Mechanical contractors to become Certified Drives Start-up Centers for Heating, Ventilation and Air Conditioning (HVAC) applications.

The program provides start-up training for the following Square D® drives:

- Altivar® 21
- Altivar® 31
- Altivar® 61
- S-Flex™ 21
- E-Flex™

## **Q:** How does the Drives Start-up Center Certification (DSC) training program work?

Participants who pass the course requirements will be qualified to perform HVAC start-ups at a competitive rate in their own market. Upon successful completion of this program, a certificate will be issued to each student.

### *Course Requirements*

#### **Step 1: Submit a Certification Liability Agreement**

Each candidate must download and submit an original Certification Liability Agreement by mail to the DSC coordinator. No electronic forms/ signatures will be accepted.

Forms are available by request via email at [drivestartup@us.schneider-electric.com](mailto:drivestartup@us.schneider-electric.com) or they can be downloaded from our web site at <http://w3.squared.com/dsc>

Completed forms (with original signature) must be submitted to Schneider Electric, PO BOX 27446, Raleigh, NC 27611-7446, Attn: DSC program

#### **Step 2: Register online**

Once your Certification Agreement has been submitted and verified you can go online and complete the registration process.

Visit <http://w3.squared.com/dsc> to register. Make sure the following information is available:

- Company name and address (as it appears on the certification agreement)
- Contact name and phone number (if different from participants/technicians)
- Square D account number (for distributors and MSPs)
- Participants/technician's name
- Participants/technician's address and phone



### Step 3: The Learning Center

Once your Certification Agreement and online registration have been completed, an email will be generated providing a link and a password to the members section of the website.

### Step 4: Training Classes

#### Level 1

All candidates must complete the prerequisite online test for “Introduction to AC Drives.” Upon successful completion, you will be contacted and entered into the next available instructor led class for certification training and hands-on lab work.

If you are uncomfortable with the material presented or do not successfully complete the test you will have the opportunity to take “Introduction to AC Drives” course online and retake the test at your convenience.

#### Level 2

The Drives Start-up Center training class (AUTI215) will be an instructor-led course including hands-on lab work. The course will be arranged on dates and locations determined by the geographic needs of the participants.

Upon successful completion of the instructor-led course, the participant must take the final online test (AUTI215). If a score of 80% or better is achieved, the training department will issue a certificate of completion to each student. A member of Schneider Electric’s management team will sign and date the Certification Agreement and submit a copy to the technician’s owner/principal and technician validating certification in Square D Drives Start-up for HVAC applications.

*Note: Only the Technician is certified, not the company.*

#### **Q: Will Schneider Electric still be performing start-ups?**

Yes! Schneider Electric Services will continue the Drives Start-up business. The intent of this program is to expand our network of qualified trained start-up technicians specifically targeted for the HVAC Industry in order to better service our drives customers across the country at competitive rates.

Schneider Electric Services will always maintain a fully trained staff of technicians in the field for any product service needs.

#### **Q: Will the existing Authorized Service Centers (ASCs) still be performing start-ups?**

Yes! Existing ASCs will continue to perform start-ups and offer the extended warranty with these start-ups utilizing the same online warranty card/warranty label process as the DSC.

#### **Q: If a distributor sells a drive, but is not a DSC, what are their options for providing start-up to their customer?**

The distributor can choose between several options:

- Use the comprehensive online search function to find a large network of start-up technicians in their area – <http://w3.squared.com/dsc>
- Get a quote for the start-up from Schneider Electric Services
- Get a quote for the start-up from any local Drives Start-up Center

#### **Q: How will Schneider Electric field offices be handling the quotation of start-up?**

If the distributor would like to have Schneider Electric Services perform the start-up, then the field office will coordinate with Services to provide the quotation. If the distributor would prefer any of the options listed above, then they will arrange for a quotation from the party that they would like to provide the start-up.

**Q: Can we have the local Schneider Electric drives specialist perform the start-up?**

For safety reasons, Schneider Electric strictly prohibits any of its employees who have not been specifically trained and certified for the task from engaging in start-up or service activity. Our Services division is the only Schneider Electric entity authorized to do this type of work.

**Q: Where do you go for more information on registering for the Drives Start-up Center Certification course?**

Visit <http://w3.squared.com/dsc> or submit an e-mail to [drivestartup@us.schneider-electric.com](mailto:drivestartup@us.schneider-electric.com)

If you have questions about the program or would like to begin the process of becoming a DSC, please refer to the process under “How does the Drives Start-up Center Certification program work?”

**Q: What does a Drives Start-up entail?**

Drives Start-up, in general, can be quite complicated as it can involve several elements of the machine that a drive is being applied. For the purposes of this program, we are restricting the start-up to the pumps, motors and fans found in a typical commercial HVAC application.

A typical HVAC start-up consists of the verification of installation and wiring, the setting of basic parameters in the drives (motor FLA, acceleration time, etc.), verification of motor rotation, and verification of control mode. If any system is not functioning properly, a start-up technician should also be able to determine if the issue is with the installation or the product.

Work on a start-up does entail working with energized equipment to ensure that it is functioning properly. Drives Start-up Center technicians should be properly qualified to work on such equipment in a safe manner.

**Q: What can a Certified Drives Start-up technician do for a customer?**

A Certified Drives Start-up technician can ensure that a customer’s drive has been installed and configured properly for the application. The technician also ensures that the drive is properly applied to the customer’s equipment. The technician communicates the extended warranty date to Schneider Electric for data entry.

**Q: What can a Certified Drive Start-up technician NOT do for a customer?**

A Certified Drives Start-up technician is NOT a repair/troubleshooting technician or service center. If a drive is malfunctioning, the customer needs to work through Schneider Electric’s Product Support Group at 888-SQUARED and the Services division to arrange for repair or replacement of the drive.

**Q: Does the Drives Start-up Center program certify an individual technician or the company that the technician works for?**

The Drives Start-up Center program certifies the technician on the Certification Liability Agreement, not the company that the technician works for. In the event that the technician leaves the company, the company must delegate another technician to complete the Drives Start-up Center program to perform authorized start-ups.

**Q: Who carries the liability in the event of a problem with a Drives Start-up?**

The company who employs the technician performing the start-up will carry responsibility for liability with the start-up (see complete liability statement for details, available through the Drives Start-up Center training). If there is an issue with the Schneider Electric product in the installation, Schneider Electric will support that product per our normal terms and conditions of sale.

**Q: How is the drive's warranty affected by a Certified Drives Start-up?**

Schneider Electric's standard warranty for a drive is 18 months from the date of invoice, per normal terms and conditions of sale. When a drive has a certified start-up registration with Schneider Electric, the warranty is extended to six months from the date of start-up not to exceed 24 months total from date of invoice.

**Q: What is the warranty registration process?**

A DSC technician must fill out Extended Warranty information for each drive that he/she conducts a start-up, by using our online start-up warranty process at <http://w3.squared.com/dsc>. We will no longer process mailed in warranty cards.

Online data entry means immediate validation of your customer's extended warranty! For the warranty to be valid, all certified technicians must complete and submit a start-up warranty registration for each individual drive. Incomplete data or data submitted by unauthorized personnel not registered in our database as an authorized DSC Technician will be rejected.

**Q: What type of companies can send technicians to participate in the Drives Start-up Center program?**

The Drives Start-up Center program is intended for Schneider Electric Distributors, Mechanical Solutions Providers (MSPs), System Integrators and Electrical and Mechanical contractors.

**Q: Do technicians need to renew their certifications?**

No, you are qualified to perform start-up on the drive models you are trained on in class, for the life of product. If the drive model is changed or a new model is added you will need to complete the Drives Start-up Center program for that product update.

Visit <http://w3.squared.com/dsc> for updated course and drives offerings.

**Q: What happens if a certified technician leaves a company and goes to work for another company that is NOT a Drives Start-up Center?**

The certified technician's new company must submit a request to become a Drives Start-up Center. It must include the certified technician's name and certification date with the request and submit it to [drivestartup@us.schneiderelectric.com](mailto:drivestartup@us.schneiderelectric.com) (see "How does the Drives Start-up Center (DSC) training program work?")



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