

# Altivar™ ATV6000

## Medium Voltage Variable Frequency Drives Warranty Data Bulletin

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# Warranty Scope

This document provides information on warranties, exchanges, returns and repairs for Altivar 6000 (ATV6000) Medium Voltage Variable Frequency Drives. It includes equipment purchased through authorized Schneider Electric distributors and purchased directly from Schneider Electric.

## Warranty Policy

Prior to receiving a return tag for inoperative ATV6000 drives, a case number must be obtained from the Drives Product Support Group (DPSG) (using the MySchneider portal is recommended for obtaining a case number). 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](mailto:drive.products.support@se.com).

The DPSG will collect details about the product such as part number, serial number, and factory order number (if applicable).

**NOTE:** Priority Support holders will have priority support with 1-hour response time. Customers without a support plan will be handled first-in and first-out with a maximum 48-hour response.

## Warranty Coverage

### Standard Warranty

Schneider Electric warrants equipment that it manufactures and is sold through authorized sales channels to be free from defects in materials and workmanship for 18 months from the date of shipment.

If within 18 months eligible equipment is proved to Schneider Electric's satisfaction to be nonconforming, it is repaired or replaced as Schneider Electric sees fit.

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 [Schneider Electric Conditions of Sale](#) for additional information). Optional warranty inclusions are specified in the individual service agreements and only cover products located in the United States.

## Extended Warranty with Startup

Schneider Electric offers an additional 18-month extended warranty with paid startup on medium voltage AC drives. The startup must be performed by Schneider Electric Field Service Resource for an additional 18-month extended warranty.

## Options and Coverage

Table 1 - Warranty Options Coverage

Product Group	Product Family	Option 1	Option 2	Option 3	Add-on for Option 2 and Option 3
		Standard Warranty	Extended Warranty with Schneider Electric Services Startup	Purchased Extended Warranty with Schneider Electric Services Startup	Purchased In and Out Services
Medium Voltage	ATV6000	<p><b>Coverage:</b> Parts and Labor.</p> <p><b>Duration:</b> 18 months from date of shipment from Schneider Electric.</p> <p><b>Price:</b> No charge.</p>	<p><b>Coverage:</b> The Standard warranty period covers parts and labor. The Extended Warranty period (Additional 18 months) covers parts only.</p> <p><b>Duration:</b> 36 months from date of shipment. Total warranty period not to exceed 36 months.</p>	<p><b>Coverage:</b> The Extended Warranty period covers parts only.</p> <p><b>Duration:</b> A maximum of 12 years from shipment date for medium voltage 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><b>Coverage:</b> Additional coverage added to extended or purchasing warranty that includes the labor, and service technician's travel expenses.</p> <p><b>Duration:</b> Not to exceed Standard or Extended Warranty time period.</p>

## Limited Warranty Exchange Claims

Schneider Electric will evaluate the defective part(s) of the ATV6000 device(s) and determines the validity of the warranty.

- Schneider Electric warrants the exchanged product in place of the affected part in the ATV6000, shipped from inventory to be free from defects in materials and workmanship for 12 months from date of shipment.
- If the defective part(s) of the ATV6000 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.

Options	Action to take
<b>Option 1</b>	<p>Contact the Customer Care Center (CCC) at 1-888-778-2733 and provide the following information:</p> <ul style="list-style-type: none"> <li>• Schneider Electric account number</li> <li>• Detailed description of the problem</li> <li>• Catalog number</li> <li>• Purchase order number</li> </ul>
<b>Option 2</b>	<p>Ship the equipment directly to the SE-IRS center:</p> <p>Schneider Electric Industrial Repair Services Center 235 Burgess Rd. Greensboro, NC, 27409 1-800-950-9550 <a href="https://www.se.com/us/en/work/services/industrial-services/">https://www.se.com/us/en/work/services/industrial-services/</a></p> <p>Include the packing slip and the following information:</p> <ul style="list-style-type: none"> <li>• Schneider Electric account number</li> <li>• Detailed description of the problem</li> <li>• Catalog number</li> <li>• Purchase order number</li> </ul> <p>Upon receipt, the SE-IRS center inspects the equipment for installed options or physical damage, and provides a repair quote. Written customer authorization of the repair quote is required before testing and repair.</p> <ul style="list-style-type: none"> <li>• If the equipment functions properly, the SE-IRS center provides an invoice for testing each unit, plus shipping freight fees.</li> <li>• 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.</li> </ul> <p>If the equipment is determined to be non-repairable, two options are available:</p> <ul style="list-style-type: none"> <li>• The equipment is returned unrepared and invoiced for shipping freight fees, or</li> <li>• The equipment is scrapped at no charge.</li> </ul> <p><b>NOTE:</b> If the repair is not authorized, the equipment may be scrapped with no charges or returned unrepared. Equipment returned unrepared 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.</p>

## Non-Warranty On-site Service

- If the equipment has failed because of improper use or if the existing warranty has expired, it will be referred to as 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.

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