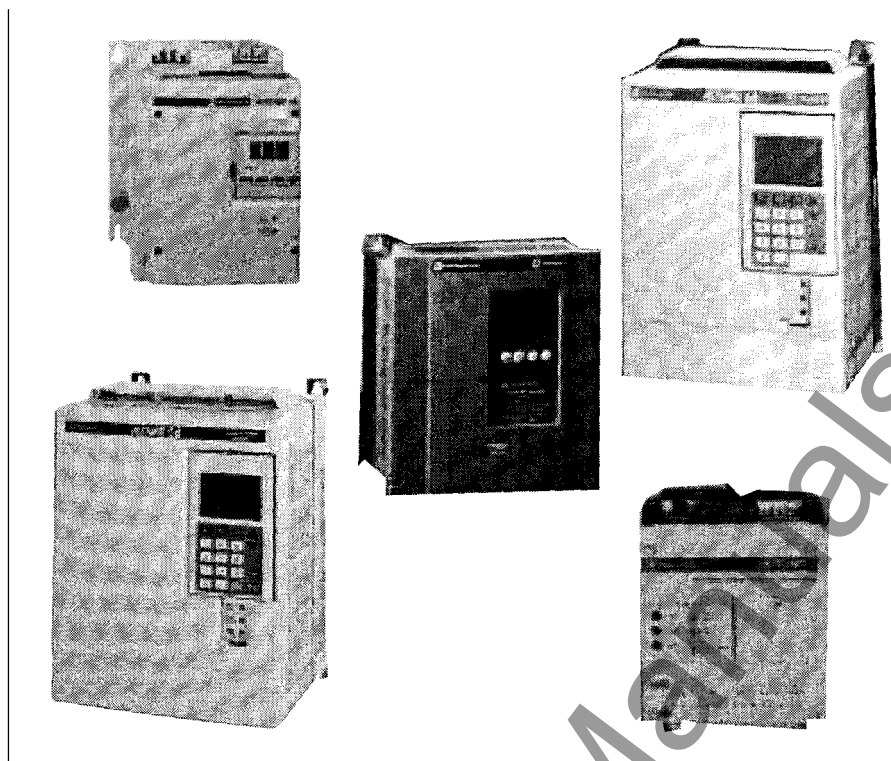


Product Data Bulletin  
8800PD9701  
July 1997



## Service Guide for Variable Speed Drives and Soft Starts

Return & Repair Centers  
and  
Field Services



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## Section 1: Service Overview

### ABOUT THIS DOCUMENT

This document provides detailed information about Square D and Telemecanique warranty policies and pricing for ALTIVAR® (ATV), ALTISTART® (ATS), Omegapak®, and SSRVS motor controllers.

Using this document, you can:

- Determine if a product is in- or out-of-warranty.
- Determine which warranty service best applies to the product.
- Follow the correct procedure for any given situation.
- Determine whether on- or off-site service is appropriate.
- Apply appropriate customer charges.

### DOCUMENT ORGANIZATION

Section 1 provides information about using this manual, provides a roadmap of the Square D Product Support Policy, and gives the details of the Square D General Warranty.

Section 2 provides information about additional warranty policies and the procedures to be followed for handling returns of ATV16, ATV18, ATV56 and ATV66 drives.

Section 3 provides information about additional warranty policies and the procedures to be followed for handling returns of Omegapak 8804 and 8803, 8660 SSRVS, ATV45, ATV45 2, ATV25, ATV15, ATV15 1, ATS23, and ATS46 products.

For service information on reduced availability, obsolete, or other products not listed in this guide, contact the Square D Field Services Division at (800) 634-2003.

### PRODUCT SUPPORT POLICY

The Square D Product Support Policy defines how, when and where Square D products will be serviced. The Product Support Group (PSG) provides distributors and customers with expert technical assistance. They can be reached at (919) 217-6535.

Figure 1 provides a roadmap of the product support policy.

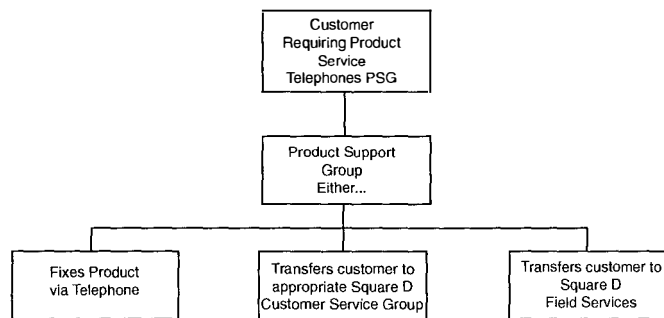


Figure 1: Product Support Roadmap

- Distributor or customer contacts PSG for assistance. PSG's objective is to resolve the problem via telephone troubleshooting if at all possible.
- If PSG cannot resolve the problem by telephone, one of the following occurs:
  - distributor or customer transferred to appropriate Customer Service group for product replacement or depot repair.
  - distributor or customer transferred to Field Services who can dispatch a technician to resolve the problem on-site, depending on the product.

Products Returned to Raleigh Depot			
ATV16	ATV18	ATV56/66 (sizes 1 - 5)	ATV56 Enclosed Class 8839 (sizes 1 - 3)
All	All	ATV66U41	All (drives must be removed from enclosure)
		ATV66U54	
		ATV66U72	
		ATV66U90	
		ATV66D12	
		ATV66D16	
		ATV66D23	
		ATV66D33	
		ATV66D46	
		ATV66D54	
		ATV66D64	
		ATV66D79	

Products Returned to Bloomingdale Depot						
ATS23	ATS46 (sizes 1 & 2)	ATV45	ATV45 2	8803	8804	8860
All except those listed below	ATS46D17N	All except those listed below	All except those listed below	All except those listed below	All PT	All except those listed below
	ATS46D22					
	ATS46D32					
	ATS46D38					
	ATS46D47					
	ATS46D62					
	ATS46D75					
	ATS46D88					
	ATS46C11					
	ATS46C14					

Products Repairable Onsite								
ATV56/66 Enclosed Class 8839 (sizes 4 & 5)	ATV66 (sizes 6 & 7)	ATS23	ATS46 (sizes 3 & 4)	ATV45	ATV45 2	8803	8804	8860
All	ATV66C10	ATS23C41	ATS46C17	ATV45D37	ATV452D37	P00CO4P	All CT, VT, EVT	MH
	ATV66C13	ATS23C58	ATS46C21	ATV45D55	ATV452D55	P00CO4R		MJ
	ATV66C15	ATS23C82	ATS46C25	ATV45D75	ATV452D75	P00CO4S		MK
	ATV66C19	ATS23M12	ATS46C32	ATV45D90	ATV452D90	P00CO4T		MM
	ATV66C23	ATS23PC41	ATS46C41	ATV45VD45	ATV452VD45	P00VO4Q		
	ATV66C28	ATS23PC82	ATS46C48	ATV45VD75	ATV452VD75	P00VO4S		
	ATV66C31	ATS23PM12	ATS46C59	ATV45VD90	ATV452VD90	P00VO4T		
			ATS46C66	ATV45VC11	ATV452VC11	P00VO4U		

**NOTE: ON-SITE PRODUCT SUPPORT IS AVAILABLE FOR ALL SQUARE D PRODUCTS. ON-SITE SUPPORT FOR PRODUCTS REQUIRES A CUSTOMER PURCHASE ORDER.**

**CONTACT SQUARE D FIELD SERVICES AT (800) 634-2003 FOR FURTHER INFORMATION.**

## GENERAL WARRANTY

Equipment manufactured and/or distributed by Square D is warranted to be free from defects in materials and workmanship for eighteen months from date of invoice from Square D or its authorized sales channel.

If, within the applicable warranty period, the purchaser discovers a product was not as warranted and promptly notifies Square D in writing, Square D shall repair or replace the product at the company's option.

The Square D General Warranty does not apply to:

- Equipment not sold and distributed by Square D and Groupe Schneider.
- Equipment repaired or altered by groups other than Square D or Square D Authorized Service Centers.
- Equipment subjected to negligence, accident, or damage by circumstances beyond the control of Square D.
- Equipment improperly operated, maintained or stored.
- Equipment subjected to other-than-normal use or service.

With respect to equipment sold but not manufactured by Square D, the warranty obligations of Square D shall, in all respects, conform and be limited to the warranty actually extended to Square D by its supplier.

**NOTE: SQUARE D WARRANTIES DO NOT COVER REIMBURSEMENT FOR LABOR, TRANSPORTATION, REMOVAL, INSTALLATION, OR OTHER EXPENSES THAT MAY BE INCURRED IN CONNECTION WITH REPAIR OR REPLACEMENT.**

Except as may be expressly provided in an authorized writing by Square D, Square D shall not be subject to any other obligations or liabilities whatsoever with respect to equipment manufactured by Square D or services rendered by Square D.

**THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES EXCEPT WARRANTIES OF TITLE, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

## **Section 2: Warranty Service for ATV16, ATV18, ATV56, and ATV66 Products**

### **WARRANTY DEPOT REPLACEMENT POLICY**

Replacement equipment for inoperable ATV16, ATV18, ATV56, and ATV66 variable speed drives **under warranty** will be routed for shipment within five business days. The Next Day Warranty Replacement Policy is available for emergency use only, as a means to support customers in line-shutdown situations. Replacement equipment can only be drop-shipped to the end user. Square D warrants equipment replaced under this policy to be free from defects in materials and workmanship for a period of six months or the balance of the existing warranty, whichever is longer from date of shipment. Replacement equipment may be a remanufactured device.

#### **Terms**

Replacement equipment shall be routed for delivery, freight prepaid by Square D. If the inoperable product is not received by Square D within three calendar weeks after shipment of the replacement product, the purchaser shall be invoiced for the equipment, plus freight. If the inoperable product is received and is deemed inoperable, and within warranty, the transaction will be closed.

#### **Equipment Found to Function Properly**

If returned equipment handled under this policy is found to function properly, it will be kept and the customer will be invoiced \$200 per item returned plus freight charges to cover the cost of product evaluation.

#### **Equipment Found Not to be Within Warranty**

If the inoperable equipment returned to Square D is deemed out of warranty or "damaged" (either through misuse, improper packaging or shipment), the customer will be invoiced for the replacement equipment plus freight charges. Square D Raleigh Customer Service will contact the purchaser to determine the method of disposition or to obtain approval to return the inoperable equipment to the purchaser freight-collect. If a response regarding method of disposition is not obtained within five business days of notification, the non-repairable equipment shall be returned to the purchaser freight-collect.

#### **Procedure**

1. The purchaser contacts Square D Drives Product Support at (919) 217-6535 and provides the following information: catalog number, serial number, detailed description of problem, proof of purchase, length of time device was in service, and a purchase order number. The purchase order will be used only if the inoperative unit is not returned within three weeks or is found to be out of warranty. This information shall also be provided in a written form and enclosed with the product being shipped to Square D.
2. Square D Customer Service will assign a Return Material Authorization (RMA) number and issue the return tags and shipping labels which must be used to return equipment. Equipment returned without a RMA will not be accepted.
3. The purchaser must enclose the RMA with complete description of the problem (including failure mode, problem encountered and circumstances under which improper operation took place) in the "Remarks" section of the RMA, or attach the description as a separate page to the RMA. (A description such as "broke, don't work" is not acceptable; equipment will be returned and purchaser shall be invoiced for the replacement equipment).

4. Purchaser must ship the equipment in the packing material in which the replacement product arrived, using the labels provided to ensure the equipment is returned to the proper department in Raleigh. If this is not possible, the equipment must be packed in non-static generating or anti-static treated material as described in the "Returned Equipment Packaging Requirements" section found on page 14.
5. Upon receipt in Raleigh, the equipment will be evaluated and the transaction closed provided that it is within the warranty period. If the equipment is out of warranty, the customer will be invoiced for the equipment and the freight charges incurred.
6. Equipment will be returned to Purchaser under either a six-month warranty or the balance of the unused warranty, whichever is greater.

*NOTE: If the ALTIVAR drive is mounted in an enclosure, it is expected that the user remove the drive from the enclosure. If the ALTIVAR drive is mounted in a Square D MCC, contact the Square D facility in Seneca, SC at (864) 882-2414 or fax number (864) 882-7788. If the drive is mounted in a Class 8839 enclosure and the customer is returning the entire enclosure, contact the Square D facility in Columbia, SC at (803) 695-7807 or fax number (803) 695-7834.*

If you have further questions or concerns, contact the Drives Product Support Group at (919) 217-6535. Their fax number is (919) 217-6508.

### **Section 3: Non-Warranty Service for ATV56 & ATV66 Products**

#### **Non-Warranty Depot Repair & Exchange Policies**

Non-warranty ATV66 and ATV56 variable speed drives can be returned to Square D Company in exchange for equivalent rebuilt and retested equipment. The Non-Warranty Depot Repair and Exchange Policy provides quick product replacement (shipment within 48 hours after receipt of a purchase order) **based on availability**. This policy is an economical alternative to on-site repair.

Non-warranty ATV66 and ATV56 variable speed drives can be returned to the Square D Raleigh Plant for repair— with return shipment to the sender within five business days from the date the equipment is received at Square D in Raleigh, NC.

#### **Exchange Policy Terms**

Equipment covered under the Exchange Policy shall be furnished in exchange for repairable equipment of equivalent part number. The replacement equipment furnished shall be shipped from a stock of rebuilt and retested equipment and will be covered by the exchange warranty (see page 8 for further information). Exchanged equipment will be shipped by Square D, with shipping charges absorbed by the purchaser.

Shipment shall be billed at the list price less customer discount. Upon return of inoperative but repairable equipment, credit shall be issued in the amount of 33% of the net purchase price.

Other exchange guidelines are as follows:

- All components that make up the catalog number of the device to be exchanged must be returned. Anything less than the entire assembly will be ineligible and will be returned to the customer and no credit will be issued.
- Returned equipment that is inoperable due to physical damage or which cannot be updated to the current series or revision is not eligible for the exchange full credit. Purchasers are urged to verify series and revision information before placing the order for the exchange equipment.
- Returned equipment received without a Return Material Authorization or a detailed description of the problem will not be eligible for exchange credit.
- Equipment that is repairable but excessively damaged may not be eligible for the full 33% credit. In these instances, the customer will be notified if less than 33% credit is to be issued.

If the non-warranty equipment is not received within three calendar weeks after shipment of the rebuilt and tested equipment, credit will not be issued.

#### **Ineligible Equipment**

If the equipment returned to Square D is not eligible for exchange credit, Square D Raleigh Customer Service will contact the purchaser to determine the method of disposition or to obtain approval to return the equipment to the purchaser freight-collect. If a response regarding method of disposition is not obtained within five business days of notification, the ineligible equipment shall be returned to the purchaser freight collect.

#### **Depot Repair Policy Terms**

Returned equipment will be repaired or replaced with remanufactured product at the discretion of Square D Company. If the purchaser requests to have the equipment repaired rather than replaced, Square D shall make every attempt to repair the exact piece returned, however, some product may require additional time for repair. The purchaser must indicate that the equipment is to be repaired

rather than replaced at the time of the return. Repaired equipment will be shipped by Square D, with shipping charges absorbed by purchaser.

Repairable products will be analyzed, repaired and retested. If needed to facilitate testing, repairable equipment may be updated to the current series and revision. *Customers that require equipment with the same series and revision as those on the returned equipment must indicate this when the RMA is requested.*

#### **Equipment Found to Function Properly**

Equipment returned for repair that is found to function properly shall be invoiced a \$200 inspection fee net plus freight, whichever is the lesser of the two charges, to cover the cost of testing and evaluating the equipment.

#### **Non-Repairable Equipment**

If the returned equipment is non-repairable, Square D Raleigh Customer Service will contact the purchaser to determine the method of disposition or to obtain approval to return the non-repairable equipment to the purchaser freight-collect. *If a response regarding method of disposition is not obtained within five business days of notification, the non-repairable equipment will be returned to the purchaser freight collect.*

#### **Depot Repair & Exchange Procedure**

1. The purchaser contacts Square D Customer Service at (919) 217-6452 or by fax at (919) 266-8246 to obtain a Return Material Authorization (RMA) number. Square D Customer Service will issue the return tags and shipping labels which must be used to return equipment.
2. The purchaser provides a purchase order number to Square D Customer Service if exchange equipment is available.
3. Returned equipment must include a complete description of the problem (including the failure mode, problem encountered, and circumstances under which improper operation took place). This information should be written in the "Remarks" section of the RMA, or attached to the RMA as a separate page. (A description such as "broke, don't work" is not acceptable and the equipment will be returned to the customer.)
4. The purchaser must enclose the RMA with a description of the problem and ship the equipment in the packing material in which the replacement product arrived, using the labels provided to ensure that the equipment is returned to the proper department in the Raleigh Plant.
5. Credit will be issued following the receipt of the returned equipment in accordance with the Exchange Policy Terms.
6. A Repair Report will accompany the repaired device when it is returned to the customer.

*NOTE: If the ALTIVAR drive is mounted in an enclosure, it is expected that the user remove the drive from the enclosure. If the ALTIVAR drive is mounted in a Square DMCC, contact the Square D facility in Seneca, SC at (864) 882-2414 or fax number (864) 882-7788. If the drive is mounted in a Class 8839 enclosure and the customer is returning the entire enclosure, contact the Square D facility in Columbia, SC at (803) 695-7807 or fax number (803) 695-7834.*

If you have further questions or concerns, contact the Customer Service Group at (919) 217-6452 between 7:30 am and 4 pm Eastern Time, Monday – Friday. Their fax number is (919) 266-8246. After 4 pm, call (919) 266-3671 Eastern Time.

### Depot Repair & Exchange Warranty

Square D warrants equipment covered by the Depot Repair & Exchange Policy to be free from defects in materials and workmanship for a period of six months. If, within that time period, any equipment repaired by Square D is proven to be defective, such equipment shall be repaired or replaced at the discretion of Square D, and subject to all limitations described in the Square D Standard Conditions of Sale.

This warranty does not apply to:

- Equipment not sold and distributed by Square D and Groupe Schneider.
- Equipment which has been repaired or altered by groups other than Square D or Square D Authorized Service Centers.
- Equipment which shall have been subjected to negligence, accident, or damage by circumstances beyond the control of Square D, or to improper operation, maintenance or storage, or to other-than-normal use or service.

*NOTE: If the ALTIVAR drive is mounted in an enclosure, it is expected that the user remove the drive from the enclosure. If the ALTIVAR drive is mounted in a Square D MCC, contact the Square D facility in Seneca, SC at (864) 882-2414 or fax number (864) 882-7788. If the drive is mounted in a Class 8839 enclosure and the customer is returning the entire enclosure, contact the Square D facility in Columbia, SC at (803) 695-7807 or fax number (803) 695-7834.*

This warranty applies only to the part of the device that is repaired. Different problems unrelated to the original repair are not covered.

## **Section 4: Spare Parts**

### **AVAILABILITY**

In an effort to give the most complete post-sale service possible, Square D has made spare parts available so customers can repair their installed units. Careful consideration has been given as to the complexity of the equipment and to the potential safety hazards associated with offering spare parts for sale to the general customer base.

Selected spare parts have been established in our distribution services facilities. Customers must have the appropriate guide prior to ordering spare parts. If you are unable to find the spare part you need, please consult your local field office or the Product Support Group (see page 4 for further information). Contact the Product Support Group for troubleshooting or replacement assistance.

**Section 5:  
Service for 8804  
Omegapak, 8803  
Omegapak, 8660  
SSRVS, ATV 45,  
ATV45 2, ATV 25,  
ATV15, ATV15 1,  
ATS23, ATS46, and  
ATV66 (sizes 6 & 7)  
Products**

**FIELD SERVICES GROUP**

Square D Field Services can provide on-site service for most current and certain non-current Square D drive products. Additionally, Square D Field Services offers depot repair service for certain non-current drive products. Non-warranty service will be provided at the published time and material rates per publication 0180PL9327R, which covers service within the continental United States, or at a price which may be quoted by the Field Services district office.

**REPAIR POLICY**

This policy applies solely to the repair of Square D equipment, and is not generally applicable to repairs involving equipment or services, such as engineering, wiring or installation, provided by others. Square D Field Services may, at its option, agree to provide additional services that may be required in conjunction with the repair of Square D equipment.

On-site repairs will be performed in such a manner that the design and functional integrity of the equipment will be maintained. Requests for non-standard or non-engineered modifications cannot be honored.

Billing for all non-warranty services will be at the published hourly rates. Invoices will reflect all time spent on a job, including travel time, on-site time, off-site time necessary to perform the requested services, and standby time spent not working due to circumstances beyond the control of Square D. Additionally, cancellation charges may apply for work cancelled on short notice. These charges may include such items as expenses, restocking charges and preparation time.

A product that is misapplied and fails within its warranty period shall be subject to the prices and terms of this policy. Products under warranty that experience failure due to a defect in the product shall be repaired or replaced with equivalent rebuilt and retested equipment at the expense of Square D, and are subject to all limitations as described in the Square D Standard Conditions of Sale. All warranty work shall be performed on a single-shift straight time basis Monday through Friday. In the event that the product requires correction of warranty items on an overtime schedule, the premium portion of such overtime shall be billed to the purchaser at the published rates.

**ON-SITE REPAIR FOR PRODUCTS NOT UNDER WARRANTY**

**Procedure**

1. Customer will contact the Square D Field Services district office at (800) 634-2003. Square D Field Services will advise the caller that telephone troubleshooting assistance by Raleigh Product Support Group (PSG) is available. Should this assistance be requested, Square D Field Services will connect the caller to PSG. If PSG assistance is declined, Field Services will review the information provided by the customer to verify the feasibility of on-site service. For products not within the guidelines for on-site service, the caller will be advised of the procedure for returning the product to the appropriate repair depot.
2. Square D Field Services will fax the customer a copy of the Square D Field Services Time & Material Service Rates 0180PL9327R9 and also the Terms and Conditions of Supply and Performance 180SC9315. Square D Field Services will explain these items to the customer as necessary and will request from the customer a purchase order and the appropriate site information.
3. Upon receipt of the purchase order, Square D Field Services will schedule either a TSR or an Authorized Service Center to the customer's site. If, at any

time during this process, the customer indicates a potential warranty, the customer's data will be turned over to Raleigh PSG for their review and possible pre-authorization before an on-site intervention is scheduled.

4. Upon arrival at the customer's site, the service representative will request the customer to sign the top portion of a Field Service Report (FS101) to indicate the customer's authorization to proceed with the repair. At this point, the top portion of the FS101 will be properly filled out and will include a description of the work to be performed with the customer's signature beneath it.
5. Execution of the work will proceed on the basis of performing the authorized repair. If it is determined that additional work, engineering work, or work on equipment other than Square D equipment is necessary, the service representative will notify the customer and the Square D Field Services district office of the situation. Square D Field Services may, at its option, decline to service equipment not provided by Square D, or installations with application and/or engineering deficiencies.
6. Upon completion of the service, the completed FS101 will be presented to the customer for his or her signature. A copy of this will be left with the customer for his or her records.
7. When the completed paperwork is received by the Square D Field Services office, the job will be invoiced to the appropriate party at the published rates. Parts will be billed at list with the appropriate discount.

#### **Minimum Charge**

The minimum billing for services performed on a single order will be four hours, charged at the applicable rate. The minimum billing for equipment supplied on a single order will be \$100.

#### **Equipment Found to Function Properly**

Should no malfunction of the Square D equipment be found, the purchaser will be responsible for all charges under this policy. The minimum charge provisions will apply.

#### **Repair Warranty**

Please refer to Section 9 of the Square D Field Services terms and conditions.

### **ON-SITE REPAIR FOR PRODUCTS UNDER WARRANTY**

#### **Procedure**

On-site warranty service will be guided by the published warranty policy of the manufacturing location. In accordance with published policy:

1. The customer or distributor will contact Raleigh PSG at (919) 217-6535 to initiate the warranty pre-authorization process. In the event that a warranty service request is directed to Square D Field Services or an Authorized Service Center, the call will be forwarded or redirected to PSG for their handling.
2. For products not within the guidelines for on-site service, the caller will be advised by Raleigh PSG of the procedure for returning the product to the appropriate repair depot.
3. Raleigh PSG will clarify the customer's request as necessary and obtain from the customer a good-faith purchase order. After resolving these issues, PSG will issue a service request and the appropriate authorization to Field Services.

4. Upon receipt of the appropriate paperwork, Square D Field Services will contact the customer and schedule a trip to the site by a service technician or Authorized Service Center.
5. Upon arrival at the customer's site, the service representative will request the customer to sign the top portion of a Field Service Report (FS101) to indicate the customer's authorization to proceed with the repair. At this point, the top portion of the FS101 will be properly filled out and will include a description of the work to be performed with the customer's signature beneath it.
6. A pre-work evaluation of the equipment will be made on site by the technician. If it can be determined that the problem is within the scope of a warranty repair, the service will be completed and a warranty invoice will be issued to Raleigh. If the technician is unable to pre-determine warranty status, the customer will be asked to provide a good faith purchase order for work to continue. If customer refuses, customer will be asked to acknowledge that the repair may not be covered under warranty, and the repair is then completed.
7. Upon completion of the service, the completed FS101 will be presented to the customer for his or her signature. A copy of this will be left with the customer for his or her records.
8. When the completed paperwork is received by the Square D Field Services office, the job is invoiced to the appropriate party at the published rates.
9. In cases where warranty service cannot be authorized, Square D Field Services will bill the customer or distributor in accordance with the published time & material service rates.

### **DEPOT REPAIR**

Square D Field Services operates a repair depot to handle those situations in which on-site service is not practical. The Square D Field Services depot facility is located in Bloomingdale, Illinois, and is currently able to repair the ATS23, ATS46, ATV 15, ATV 15 1, ATV25, ATV 45, ATV45 2, 8803, 8804 and 8660 product lines.

### **Terms**

Variable speed drives and soft starters of types ATS23, ATS46, ATV15, ATV15 1, ATV25, ATV 45, ATV45 2, 8803, 8804 and 8660 can be returned to the Square D Field Services Depot for repair — with return shipment to the sender within ten business days from the date the equipment is received at Square D in Bloomingdale, IL.

Returned equipment will be repaired or replaced with remanufactured product at the discretion of Square D Company. If the purchaser requests to have the equipment repaired rather than replaced, Square D shall make every attempt to repair the exact piece returned, however, some products may require additional time for repair. The purchaser must indicate that the equipment is to be repaired rather than replaced at the time of the return. Repaired equipment will be shipped by Square D, with shipping charges billed to purchaser. Products available under the Repair Program will be identified by an "R" suffix at the end of the catalog number.

Repairable products will be analyzed, repaired, and retested. Customers requiring the same series and revision as those on existing non-functional equipment which is returned for repair must indicate this at the time of the return authorization request.

A product that is misapplied and fails within its warranty period shall be subject to the prices and terms of this policy. Products under warranty that experience failure due to defect in the equipment shall be repaired or replaced with equivalent

rebuilt and retested equipment at the expense of Square D, with Square D paying the cost of standard ground shipping to return the product to the purchaser, and are subject to all limitations as described in the Square D Standard Conditions of Sale. The purchaser is responsible for shipping costs of the product to Square D.

#### **Equipment Found to Function Properly**

Equipment returned for repair that is found to function properly shall be invoiced at the published net repair charges or \$200.00 net plus freight, whichever is the lesser of the two, to cover the cost of testing and evaluating the equipment. The customer will be responsible for shipping charges back to the customer's site.

#### **Non-Repairable Equipment**

If the inoperable equipment returned to Square D is deemed non-repairable or "damaged" either through misuse, improper packaging, or shipment, the Square D Field Services Depot will contact the purchaser to determine the method of disposition or to obtain approval to return the non-repairable equipment to the purchaser freight collect. *If a response regarding method of disposition is not obtained within five business days of notification, the non-repairable equipment will be returned to the purchaser.* An inspection fee of \$200.00 net plus freight applies and will be invoiced to purchaser.

If Square D must test the returned equipment to determine the level of repair required, then a minimum charge of \$200.00 net plus freight or published net repair charges, whichever is the lesser of the two, shall be invoiced to the purchaser.

### **WARRANTY & NON-WARRANTY REPAIR**

#### **Procedure**

Depot repairs will be handled through the Florence Customer Service Center using the following procedure:

- Distributor contacts Florence Customer Service, which will issue and mail a Return Material Authorization (RMA), shipping information, and account number to distributor. Florence will also obtain a good-faith purchase order and the serial number or proof of purchase for verification of warranty claims. A complete description of the problem (including the failure mode, problem encountered, and circumstances under which improper operation took place) will also be required. This information shall be written into the "Remarks" section of the RMA, or attached as separate page to the RMA when the product is returned.
- After receipt of RMA materials, the distributor will properly package the unit and ship to Square D Field Services in Bloomington (providing RMA number and account number on the packing slip). See section below entitled RETURN EQUIPMENT PACKAGING REQUIREMENTS.
- Square D Field Services will receive and inspect the unit, and quote the repair charges to the distributor.
- Upon receipt of the distributor's directive, Square D Field Services will either repair the unit and bill the distributor directly, or bill the inspection fee of \$200.00 net plus freight, and scrap or return the unit at the distributor's option.

If the equipment is deemed to function properly upon receipt by Square D, the customer will be invoiced per the conditions stated above.

- A repair report will accompany the repaired device when it is returned to the customer.

If the equipment is deemed to function properly upon receipt by Square D, the customer will be invoiced per the conditions stated above.

### **EQUIPMENT EXCHANGE POLICY**

The Exchange Policy described in Section 3 of this document also applies to ATS23 and ATS46 Soft Starts. Note that while the same terms apply, the policy is administered through Florence Customer Service, with units dispatched from the Bloomingdale Depot.

### **RETURNED EQUIPMENT PACKAGING REQUIREMENTS**

#### **General**

All packaging and cushioning materials must be a non-static generating or anti-static treated material. Square D Field Services will not be responsible for equipment damage caused by electrostatic discharge generated by faulty packaging.

#### **Explanation of Policy**

Devices which contain electronic components are usually susceptible to damage or degradation from electrostatic discharge. These static charges are generated and stored on surfaces from ordinary plastics used for wrapping and cushioning inside a shipping container.

Should it be necessary to return Square D electronic equipment, the following packaging instructions must be followed to ensure safe transit back to Square D.

#### **Preferred Packaging**

Use the original packaging material furnished by Square D if possible. If it is not available it is recommended that reinforced boxes be used. The device should be wrapped in a material that has been anti-static treated. These plastics are readily available as film wrap or bubble pack.

#### **Non-Acceptable Packaging**

Ordinary plastic films, foam and styrene chips (popcorn or peanuts) are not acceptable for packaging. These materials typically generate in excess of 10,000 static volts, a level with high potential for damage to electronic components.

If you have further questions or concerns, contact the Square D Field Services Depot at (847) 925-3969. Their fax number is (847) 925-7969.

### REPAIR WARRANTY

Square D warrants currently available equipment covered by the Square D Field Services Depot Repair Policy to be free from defects in materials and workmanship for a period of six months for equipment repaired outside of the normal warranty period. Equipment repaired within the normal warranty period shall be warranted for a period of six months or the balance of the existing warranty, whichever is longer, from the date of shipment. If within that time period, any equipment repaired by Square D is proven to be defective, such equipment shall be repaired or replaced at the discretion of Square D. This warranty does not apply to:

- Equipment not sold and distributed by Square D and Groupe Schneider.
- Equipment which shall have been repaired or altered by other than Square D or a Square D Authorized Drives Service Center.
- Equipment which shall have been subjected to negligence, accident, or damage by circumstances beyond the control of Square D, or to improper operation, maintenance or storage, or to other-than-normal use or service.

This warranty applies only to the part of the device that is repaired. Different problems unrelated to the original repair are not covered.

If you have further questions or concerns, contact the Square D Field Services Depot at (847) 925-3969. Their fax number is (847) 925-7969.

**NOTES**

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**GROUPE SCHNEIDER**

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