

AC Drives and Soft Starters Warranty Guide

Overview of Standard and Extended Warranties for Altivar™ Low- and Medium-Voltage Drives

This document supplements the Schneider Electric Conditions of Sale.

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Purpose and Scope of This Guide

This guide supplements the Schneider Electric Standard Terms and Conditions of Sale (Document Number: 0100PL0043). This guide applies only to customers who purchase Schneider Electric products directly from Schneider Electric USA, including authorized distributors and channel partners. The guide provides additional information on warranty coverage, terms, and processes for Drives and Soft Starters.

If you are an end user or purchased through a distributor, please contact your authorized Schneider Electric distributor for assistance with warranty support and related inquiries.

Product Offer

Current and legacy soft starters and variable speed drives are listed in the following table. Refer to the [Digest](#) or se.com/drives for additional information on Schneider Electric Drives and Soft Starters.

Table 1 - Soft Starter and Variable Speed Drives Offer

Soft Starters	Altivar ATS130	Legacy Soft Starters and Variable Speed Drives	Altistart 48
	Altivar ATS430		Altistart 23
	Altivar ATS480		Altivar 312
	Altivar ATS490		Altivar 31
	Altistart 01		Altivar 61
	Altistart 22		Altivar 71
Low Voltage Variable Speed Drives	Altivar 12		Altivar 66
	Altivar 212		Altivar 58
	S-Flex 212		Altivar Plus
	Altivar HVAC ATH200		E-Flex
	Altivar HVAC ATH600		M-Flex
	Altivar HVAC ATH660		PowerGard
	Altivar 320		Altivar 1260
	Altivar 340		—
	Altivar 350		—
	Altivar 630		—
	Altivar 650		—
	Altivar 930		—
	Altivar 950		—
	Altivar 660		—
	Altivar 960		—
	Altivar 680		—
	Altivar 980		—
	Altivar Outdoor 630		—
	Altivar Outdoor 930		—
	Custom Low Voltage Drives		—
	Altivar Process Modular (APM)		—
Medium Voltage Variable Speed Drives	Altivar ATV6000		—
	Altivar ATV6100		—

Warranty Policy

Before you can receive a return tag for inoperative Drives and Soft Starters, you must obtain a case number from the Customer Care Center (CCC). Using MySchneider is recommended. Contact the CCC 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 CCC 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 customers receive priority service with a maximum response time of 1 hour. Customers without a support plan are assisted on a first-in, first-out basis, with a maximum response time of 48 hours.

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 the duration specified in [Warranty Coverage, page 6](#), from the date of shipment from Schneider Electric. For shipment information, please consult MySchneider or contact the Customer Care Center.

If, within the applicable warranty period, the equipment is proved to Schneider Electric's satisfaction to be nonconforming, it will be repaired, replaced, or credited at Schneider Electric's option.

The standard warranty covers parts, and Schneider Electric labor required to diagnose and repair the drive, if applicable. It does not cover any other expenses incurred in connection with repair and replacement (see [Warranty Coverage, page 6](#)). Optional warranty inclusions are specified in the individual service agreements and only cover products located in the United States.

For inoperable Drives and Soft Starters:

- **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)** – A TEX should only be requested when a Root Cause Analysis is required. A fee may apply to TEX requests. TEX services are available for both warranty and non-warranty cases. Before requesting a TEX, troubleshooting with Tech Support is required. A valid case number must be provided when submitting a TEX request. If detailed information is unavailable, only a basic analysis will be provided. For additional information on TEX, please contact the CCC.

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

To open a claim for startup, repair, or replacement of internationally exported Drives and Soft Starters, please contact your local Schneider Electric sales office or your local Schneider Electric field service location manager.

Extended Warranty

Schneider Electric offers extended warranty options that can be obtained either by purchasing an extended warranty or by completing a paid start-up service performed by a Schneider Electric Field Services representative. (see [Warranty Coverage](#), page 6).

Table 2 - Warranty Coverage

Product Group Name	Product Family	Standard Warranty	Extended Warranty with Schneider Electric Services Startup	Purchased Extended Warranty	ESP Connected Asset Enabled Extended Warranty
Open Style Drives and Soft Starters	Altivar 12 Altivar 212 Altivar HVAC ATH230 Altivar HVAC ATH600 Altivar 320 Altivar 340 Altivar 350 Altivar 630/650 Altivar 930/950 Altivar ATS130 Altivar ATS430 Altivar ATS480 Altivar ATS490 Altistart 01 Altistart 22 Altivar Process Modular (APM) - Loose modules and accessories	Duration: 30 months from date of shipment from Schneider Electric. The drive or soft start must be removed and shipped to the designated Schneider Electric Service Center for evaluation, repair, replacement or credit. On-site services for diagnosing and repairing the drive are not covered under the standard warranty.	Duration: 60 months from date of shipment from Schneider Electric, provided that startup is performed by a Schneider Electric field service representative. The drive or soft start must be removed and shipped to the designated Schneider Electric Service Center for evaluation, repair, replacement or credit. On-site services for diagnosing and repairing the drive are not covered under the extended warranty.	Duration: 60 months from date of shipment from Schneider Electric. The drive or soft start must be removed and shipped to the designated Schneider Electric Service Center for evaluation, repair, replacement or credit. On-site services for diagnosing and repairing the drive are not covered under the extended warranty.	Not Applicable
LV Enclosed Drives and Soft Starters Group A	S-Flex Altivar HVAC ATH660 Enclosed Soft Starters - Wall Mount Altivar 660 - Wall Mount Altivar 960 - Wall Mount	Duration: 24 months from date of shipment from Schneider Electric. On-site services for diagnosing and repairing the drive are not covered under the standard warranty.	Duration: 60 months from date of shipment from Schneider Electric, provided that startup is performed by a Schneider Electric field service representative. Extended warranty coverage is limited to the parts required to repair the associated drive/soft start. Labor and travel required for the repair are excluded from the extended warranty offer and will be priced at current service rates.	Duration: 60 months from date of shipment from Schneider Electric. Extended warranty coverage is limited to the parts required to repair the associated drive/soft start. Labor and travel required for the repair are excluded from the extended warranty offer and will be priced at current service rates.	Not Applicable

Table 2 - Warranty Coverage (Continued)

Product Group Name	Product Family	Standard Warranty	Extended Warranty with Schneider Electric Services Startup	Purchased Extended Warranty	ESP Connected Asset Enabled Extended Warranty
LV Enclosed Drives and Soft Starters Group B	Enclosed Soft Starters - Floor Standing Altivar 660 - Floor Standing Altivar 960 - Floor Standing Altivar 680 Altivar 980 Altivar Outdoor 630 Altivar Outdoor 930 Custom Low Voltage Drives Enclosed Altivar Process Modular (APM) Drives	Duration: 24 months from date of shipment from Schneider Electric. On-site services for diagnosing and repairing the drive are covered under the standard warranty, provided all standard warranty terms and conditions are met.	Duration: 60 months from date of shipment from Schneider Electric, provided that startup is performed by a Schneider Electric field service representative. Extended warranty coverage is limited to the parts required to repair the associated drive/soft start. Labor and travel required for the repair are excluded from the extended warranty offer and will be priced at current service rates.	Duration: 60 months from date of shipment from Schneider Electric. Extended warranty coverage is limited to the parts required to repair the associated drive/soft start. Labor and travel required for the repair are excluded from the extended warranty offer and will be priced at current service rates.	Not Applicable
MV Drives	Altivar ATV6000 Altivar ATV6100	Duration: 18 months from date of shipment from Schneider Electric. On-site services for diagnosing and repairing the drive are covered under the standard warranty, provided all standard warranty terms and conditions are met.	Duration: 36 months from date of shipment from Schneider Electric, provided that startup is performed by a Schneider Electric field service representative. Extended warranty coverage is limited to the parts required to repair the associated drive/soft start. Labor and travel required for the repair are excluded from the extended warranty offer and will be priced at current service rates.	Not Applicable	Duration: A maximum of 144 months from shipment date. Requires a site services agreement and dedicated asset connection services agreement with Schneider Electric Services to be maintained. Coverage: Site maintenance services and repair parts.

NOTE: Warranty coverage is subject to the Schneider Electric Standard Terms and Conditions of Sale.

Technical Support

The Customer Care Center (CCC) provides post-sale support on AC Drives and Soft Starters. Contact the CCC 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.

Schneider Electric offers a Premier 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 is a one-time fee for a “Down Scenario” to access Advanced Technical Support Engineers without an active support plan.

Free Remote Technical Support

The Customer Care Center (CCC) 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, from 8:00 a.m. to 8:00 p.m. Eastern Time, excluding holidays. All inquiries are handled on a first-come, first-served basis by our Primary / Level 1 team and escalated as needed to our Advanced team on a first-come, first-served basis with a 48-hour maximum response time.

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 provides direct access to Advanced Technical Support Engineers, the highest support priority, and a maximum response time of one hour during normal business hours, Monday through Friday, from 8:00 a.m. to 8:00 p.m. Eastern 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 sales office to place an order. For information about adding this service or renewing an existing Premier Support Contract, call 888-266-8705 and select Option # 3.

CCC Contact Information

Table 3 - CCC Contact Information for Drives and Soft Starters Support

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

Warranty Claim Procedure

1. Claim Initiation

To initiate a warranty claim, contact the Customer Care Center (CCC) using any of the following methods:

- a. **Phone:** 1-888-778-2733 (Option # 2 – Technical Support; Option # 4 – AC Drives and Soft Starters)
- b. **Email:** drive.products.support@se.com
- c. **MySchneider:** <https://www.se.com/myschneider>

Provide the following information, where available:

- Schneider Electric account number
- Catalog number
- Purchase order number
- Factory order number
- Serial number of the drive or soft starter
- Detailed description of the issue
- Time in service

The CCC will open a case and perform troubleshooting as applicable.

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

2. Warranty Status Determination

- If the equipment is determined to be **out of warranty period**, please refer to Non-warranty Repair and Return, page 12.
- If the equipment is determined to be **within the warranty period**, proceed to step 3.

3. Claim Resolution Options

The Customer Care Center (CCC) will determine the most appropriate resolution approach for each claim. Based on the applicable warranty coverage, one of the following actions will be taken:

a. Return for Repair, Replacement or Credit

A Return Material Authorization (RMA) will be issued, along with return instructions and shipping documentation, for shipment to Schneider Electric Services center for equipment inspection and warranty validation.

Refer to Returned Equipment Packaging, page 14.

b. On-Site Service

Where included under the applicable warranty coverage, a work order will be generated and a Field Service Representative (FSR) will be scheduled to perform on-site diagnostics and repair.

4. Resolution

a. Valid Warranty

If the warranty claim is approved:

- The equipment will be repaired, replaced, or credited at Schneider Electric's discretion, depending on product type and spare parts availability.
- Repaired or replacement equipment is typically shipped within 10 business days from receipt of the equipment.
- Repaired or replacement equipment is warranted to be free from defects in materials and workmanship for 12 months from the shipment date.

b. Invalid Warranty

If the warranty claim is not approved due to reasons including, but not limited to, improper use, no problem found (NPF), or expired warranty:

- The equipment will be processed under (see [Non-warranty Repair and Return](#), page 12).
- Repair status updates will be provided.
- If applicable, customer may be invoiced for parts and on-site services according to Schneider Electric Services Time and Material Service Rates

Non-warranty Repair and Return

Non-warranty In-shop Repair and Return

For non-warranty in-shop repair and return, please contact:

Schneider Electric Industrial Repair Services Center
235 Burgess Rd.
Greensboro, NC, 27409
1-800-950-9550
industrialrepair@se.com
<https://www.se.com/us/en/work/services/industrial-services/>

When shipping the product, please include the packing slip and the following information:

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

Upon receipt, Schneider Electric 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, Schneider Electric provides an invoice for testing each unit, plus shipping freight fees.
- If the equipment is repairable, Schneider Electric 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 defects 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 unrepared 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 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. See [Returned Equipment Packaging](#), page 14 for packing methods.

Non-warranty On-site Troubleshooting and Repair

For non-warranty on-site troubleshooting and repair, please contact the CCC to create a case. The Inside Sales team will provide a repair quote and recommend any necessary spare parts. Dispatch of a Field Service Representative will occur upon receipt of a purchase order (PO).

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 14 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.

<i>NOTICE</i>
ELECTROSTATIC DISCHARGE • Do not use unacceptable materials, as listed in <i>Packaging Methods and Materials</i>, page 14 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
• Anti-static material (anti-static film, anti-static bubble wrap, ESD bag)	• Styrene material (peanuts, foam, other static generating material)
• Stabilizing or shock absorbing materials (anti-static foam inserts)	• Plastic material
• Reinforced container (reinforced cardboard for equipment weighing less than 100 lbs; crating for equipment weighing 100 lbs or more).	• Any other packaging material that can cause electrostatic discharges

Capacitor Reforming for Low Voltage Drives

If the drive was not connected to mains for an extended period of time, the capacitors must be restored to their full performance before the motor is started. Failure to perform this procedure may result in voiding of the warranty. Please refer to the product installation manual for instructions on capacitor reforming.

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