

Warranty Policy

2024/V.1



1. Warranty Period

- 1.1 The standard warranty period for Invertek products is three years from the date of manufacture. The date is identifiable from the product label or box label. If in doubt, please contact Invertek with the drive serial number.

2. Limitation

- 2.1 Product will be considered outside of Invertek Drives' warranty obligations in the following circumstances:
 - 2.1.1 Product has been altered electrically in any way or has been subjected to misuse, accidental damage or unauthorised repair by non-Service trained personnel.
 - 2.1.2 Product has been improperly wired, installed, connected, or not applied in accordance with the Company's Manual.
 - 2.1.3 The general maintenance relating to a product has not been observed or performed according to the Preventative Maintenance guide.
 - 2.1.4 The product has been improperly stored and damaged whilst being stored by the Distributor.
 - 2.1.5 The product has been returned to Invertek Drives poorly packaged and has been damaged in transit.
 - 2.1.6 The product is in a deteriorated or contaminated state exceeding the criteria of its IP rating or inside of the product is not free of contamination.
 - 2.1.7 The product is returned incomplete.
- 2.2 Invertek will not cover any losses induced due to warranty repairs being undertaken. Under no circumstances will the Company be liable for labour costs or expenses involved in dismantling and reassembling any installed product or part thereof. Uninstalling a product which is defective in design or manufacture will be the sole responsibility of the Distributor.

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3. Implementation

- 3.1 All requests for Service, under Warranty, must be made via completion of the Service Request Form. This SRF should be emailed to Invertek Service Centre (GR.IDL.SERV@shi-g.com). The form can also be completed via the iSource section of our web site www.invertekdrives.com.
- 3.2 Completed forms will be analysed and Invertek will determine whether a drive may be considered a warranty case or not. Where Invertek determines the product to be covered under the warranty policy, the Company will try and repair/rebuild a drive. However, if that is not possible, a credit note will be offered. Credit will be issued for the complete drive based on the original invoiced cost. The credit note will remain open on our accounts package until the end of the month when it will be closed and invoiced. Where a repair is identified as the most appropriate solution, Invertek will organise and pay for a courier collection of the warranty products.
- 3.3 Each product that is returned to Invertek will be analysed to determine the cause of failure. In cases where the product has failed due to faulty component, build error or undetermined cause, the product will be repaired free of charge, provided it is within its warranty period.
- 3.4 Product returned that is determined to be out of warranty or is subject to the Limitations in Section 2 above will be quoted for repair. Alternatively, a chargeable replacement solution may be offered.
- 3.5 Product determined to be covered by warranty will be repaired, cleaned, upgraded to the latest software and passed through our full test procedure, but it is not completely serviced or replaced. If a full service is required, this can be carried out at an extra charge.
- 3.6 All repairs and replacements will be issued to the Distributor and consolidated along with a suitable pending order. Where no current orders exist, shipment will be by arrangement between Invertek and the Distributor.
- 3.7 Any drive repaired at Invertek UK Service Centre will have a 3-month Warranty based on the repair date of the drive.
- 3.8 Where found to be a more appropriate solution, trained and authorised Service Centres are able to carry out local warranty repairs. Out of warranty repairs can be undertaken at any time by all Distributors.
- 3.9 On request, a Service Report can be provided indicating the possible causes of the failure along with any preventative recommendations.

4. Discontinued Product

- 4.1 Product which is no longer manufactured by Invertex Drives Ltd, but is still under warranty, can be returned for repair.
- 4.2 Products will be supported for up to 10 years after the date of last manufacture.
- 4.3 In the event that the product is not repairable, the customer will be contacted and offered a product similar to the original product's specifications.

5. Service Exchange Stock

- 5.1 In many cases, when product fails, the end-user will require a replacement drive for the period of time that the original drive is being repaired. The best way to facilitate this is for the Distributor to hold a small stock of service exchange drives for this purpose. It is uneconomical for Invertex Drives to replace all warranty drives with new product and not possible or legal to service products and then sell as new.
- 5.2 Where an urgent replacement is required by the Distributor and either the scheduled replacement ship date or a collection & repair cannot be awaited, Invertex will ship a replacement via standard carriage. Replacements required ahead of planned ship or repair dates will be invoiced and subsequently credited pending return & investigation of the failed drive.

6. Policy Availability

- 6.1 A copy of this Policy is available through the main Policy Documents area of the Invertex Drives website (www.invertexdrives.com/policy-documents) and supersedes all other versions of the Warranty Policy.