



Minvalco Inc.
3340 Gorham Ave.
Minneapolis, MN 55426-4225
952-920-0131 / 800-642-9090

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ABB Warranty Procedure:

What follows is a checklist for dealing with possible defective VFDs. Since ABB deals with warranty drives on a different basis than just ordering drives within normal channels and then returning them for credit, this might be helpful on future service issues. The biggest difference is that ABB tech support ships out warranty replacement drives, usually on a next day shipping basis, and then has the receiving customer ship back the defective drive on ABB's nickel (there is shipping paperwork sent with the warranty drive to accommodate this).

Let's summarize the process. First, a phone call needs to be placed with ABB tech support (800-435-7365) then follow the menu for after sales technical support .

Information requested during this phone call:

- VFD model number
- VFD serial number (1- digit number located on the main body of the drive, covered up by the keypad)
- Summary of the problem, including fault displays, notice of blown fuses, etc. as well as what has been done to try to solve or otherwise work around the problem. If the drive has an ABB disconnect or bypass, we need to know whether the ABB fuses have been cleared or other damage occurred to the overall unit.
- We may also request various voltage or current measurements in order to further clarify the symptoms, before we call ABB for a warranty replacement.
- A no-fault warranty PO is required at the time of this phone call. ABB will not generate invoices unless the defective drive is not returned in a timely manner (two weeks) or unless the drive is not defective or some form of abuse is found (i.e. water damage, connectors pulled off, etc.).
- A shipping address, along with contact name and phone number, is also required at this time.
- Once the drive has been deemed defective, the warranty order will be processed and ABB will ship the replacement drive to whatever address is requested.

Upon receipt of replacement drive

The defective drive should be placed back in the VFD box in the same manner that the replacement drive was boxed, with the box taped for shipping. Note that the box is a "two-part" box, shipped by ABB with bands holding the two parts together. The return shipper will need to tape around the box with shipping tape to hold the two parts together.

Shipped with the replacement VFD, In the clear shipping envelope on the outside of the box is contained a blank warranty form, a white sticker that has ABB's return authorization number, and a UPS shipping label.

Shipping the drive back to ABB

Once the drive has been properly boxed up, a completed warranty form must be placed within the clear shipping envelope, and the white return number sticker placed on the outside of the box. The drive has to be shipped back and received by ABB within two weeks of the drive shipping out from ABB.