

# Warranty Policy for Automation Products



## Limited Warranty

WEG provides a limited warranty on our Variable Frequency Drives and Soft Starters, Power and Motor Control Products, and Custom and Standard enclosure solutions against defects in materials and workmanship for 12 months after installation, not to exceed 18 months from the invoice date, provided WEG is given notice of the defect within 60 days of failure, but in no event later than the expiration of the warranty period. The warranty shall not apply to Fuses and other components in which the useful life in normal use is shorter than the warranty period. If a product date code is within its stated warranty period, no proof of date of purchase is required. Otherwise, a copy of the invoice is necessary to show the date of the invoice. Purchases of WEG products from unauthorized dealers or distributors void warranty coverage. WEG's authorized dealers and distributors are listed on our website at [www.weg.net](http://www.weg.net).

## No-Fault Warranty Procedure

WEG LV Variable Speed Drives product families' CFWs, Soft Starters product families' SSWs, and Power and Motor Control Products (listed in chart, below) are covered under a "No-Fault" warranty procedure. This permits each covered product to be returned and replaced once if the customer believes it has a defect. You will need to submit the following within 60 days of failure to the WEG Automation Service Department to process a "No-Fault" warranty claim:

- Picture of the label with serial number information from the failed product
- Copy of the original WEG invoice or invoice number for the failed product
- Brief description of the failure for quality control purposes

LV Variable Speed Drives and Soft Starters						
Product	Product Reference	Size / Frame	Rated Current	Power Voltage	Protection degree	
Variable Speed Drives	CFW08		All			
	CFW100 G2		All			
	CFW100		All			
	CFW300		All			
	CFW320		All			
	CFW500 G1	A/B/C/D			200-240V	
		A/B/C			380-480V	
		D			380-480V	
		C			500-600V	
	CFW500 G2	A/B/C/D			200-240V	
		A/B/C/D			380-480V	
		C			500-600V	
				<=24A	200-240V	IP66
				<=16A	380-480V	IP66
		A			200-240V	IP66
		A			380-480V	IP66
	CFW501	A/B/C/D			200-240V	
		A/B/C			380-480V	
	CFW11			<=16A	200-240V	
				<=13A	380-480V	
			<=10	200-240V	IP55	
			<=5A	380-480V	IP55	
CFW900	A			200-480V		
Soft Starters	SSW05		All			
	SSW07		<=85A	220-575V		
	SSW06		<=130A	220-575V		
			<=85A	575-690V		
	SSW900		<=61A	220-575V		
Power and Motor Control Products						
Product	Product Reference	Covered Products				
Circuit Breakers and Disconnects	DWB, UBW, UMBW, MSW, MSWB	Limited to \$100 value				
Contactors, Motor Protectors, Relays	MPW, CWC, CWB, CWBN, CWBS, CWM, RW, RTW, RPW, RNW, SSW01					
Starters	ESW, PESW					
	ESWC, ESWE, ESWF, ESWX					
Operator Devices and Terminal Blocks	CSW, BTW					
Capacitors	UCWT, BCW					

# Warranty Policy for Automation Products

## Optimal Match Warranty

WEG Optimal Match Warranty is a 36-month warranty when a WEG motor is applied with a WEG drive or soft starter. To qualify for this warranty, the products must be registered at <https://wegconnect.net/warranty-request/> and pre-approved by WEG's warranty department. This offer is only available in the US. The following products and combinations are eligible for the Optimal Match Warranty:

- Drives and motors that are eligible for this Optimal Match Warranty are W22 motors coupled with all "CFW" drives up to 720-ND
- Soft starters and motors that are eligible for this Optimal Match Warranty are W22 motors coupled with all "SSW" soft starters up to 820A
- Medium voltage soft starters and motors that qualify for this Optimal Match Warranty are **stock** W22MV, W50MV, and W60MV motors coupled with SSW7000 **stock** soft starters.

When the drive or soft starter is invoiced on the same date as the motor, the Optimal Match Warranty will be eligible on the invoice date if the Optimal Match Warranty request is received within 180 days of purchase. When the drive or soft starter is invoiced on a different date than the motor, the following conditions apply to the Optimal Match Warranty eligibility:

- The Optimal Match Warranty will start on the first invoice date (Drive, Soft Starter, or Motor).
- The Optimal Match Warranty request must be received within 180 days from the date of the later product purchase.
- The invoice dates of both products cannot be more than 90 days apart.

## Extended Warranty

WEG may, with prior written approval, provide an extended warranty to cover products beyond the standard warranty period:

- **Extended Warranty purchased with original product**
  - Available for a cost of 2.5% of the purchase price per year of coverage, up to a maximum coverage of 4 additional years. This coverage must be purchased at the time of the product purchase.
- **Extended Warranty purchased after the purchase of the original product**
  - Available for a cost of 2.5% of the purchase price per year of coverage, up to a maximum coverage of 4 additional years. A WEG service engineer must thoroughly inspect the equipment and bring the equipment up to expected standards of maintenance before the extended warranty starts. If, during the inspection, the service engineer determines that the equipment has been abused, mishandled, or misapplied, WEG may decline to extend the warranty as requested. Under such circumstances, the customer is still responsible for the service charges incurred for the inspection and maintenance.
- **Extended Warranty purchased with a certified Start-up**
  - Available for 18 additional months with the certified startup of low voltage variable speed drives and soft starters managed by the WEG Automation Service Department.

## Warranty Service

If a WEG product requires warranty service due to defective materials or workmanship, WEG shall repair or replace the product. Credit is not offered. Warranty service does not extend the warranty period. Warranty coverage is applied to products that have been, at all times, properly stored, maintained, operated, and used under operating conditions for which the product was designed. WEG is not responsible for any expenses incurred in installation, removal from service, transportation (freight), or consequential expenses. THE FOREGOING REMEDIES SHALL BE THE SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER.

## Authorized Service Centers

WEG has service centers around the world to meet the needs of our customers. Information regarding the nearest service center can be found on our web site at <https://www.weg.net/institutional/US/en/contact/service-network> or by calling 1-800-ASK-4WEG (1-800-275-4934). Any warranty repair by a service center must be pre-approved by WEG. Service centers should not make repairs without being requested by a WEG Automation Service Department representative.

## Disclaimer of Implied Warranties

**THE FOREGOING WARRANTIES ARE EXCLUSIVE, AND IN LIEU OF ALL OTHER WARRANTIES OF EVERY KIND, WHETHER WRITTEN, ORAL, OR IMPLIED. WEG EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AGAINST INFRINGEMENT, OR ARISING FROM COURSE OF DEALING OR USAGE OF TRADE.**

## Limitation of Liability

**IN NO EVENT SHALL WEG BE LIABLE FOR ANY LOST PROFITS, LOST REVENUE, LOST BUSINESS OPPORTUNITIES, OR LOST USE OR PRODUCTION OR PRODUCTIVITY, WHETHER CHARACTERIZED AS DIRECT OR CONSEQUENTIAL, INDIRECT, SPECIAL, INCIDENTAL, OR OTHERWISE. WEG SHALL NOT BE LIABLE FOR ANY OTHER CONSEQUENTIAL, INDIRECT, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES, WHETHER SIMILAR TO OR DISSIMILAR TO THE DAMAGES REFERENCED ABOVE, WHETHER SUCH LIABILITY IS BASED OR CLAIMED TO BE BASED UPON ANY NEGLIGENCE OR OTHER ACT OR OMISSION, BREACH OF CONTRACT, BREACH OF DUTY (STATUTORY OR OTHERWISE) OR DEFAULT WHATSOEVER, AND WHETHER OR NOT SUCH DAMAGES ARE FORESEEABLE, AND WHETHER OR NOT THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOTWITHSTANDING ANY PROVISION TO THE CONTRARY, WEG'S TOTAL LIABILITY FOR ALL CLAIMS OF ANY KIND, WHETHER BASED UPON CONTRACT, TORT (EXCEPT GROSS NEGLIGENCE OR INTENTIONALLY WRONGFUL ACTS), OR OTHERWISE, FOR ANY LOSS OR DAMAGE ARISING OUT OF, CONNECTED WITH, OR RESULTING FROM THE PERFORMANCE OR USE OF A PRODUCT SHALL IN NO EVENT EXCEED 100% OF THE PURCHASE PRICE ALLOCABLE TO THE PRODUCT WHICH GIVES RISE TO THE CLAIM.**

---

WEG USA General Terms and Conditions available at [www.weg.net](http://www.weg.net) apply to all orders.

Contact WEG Automation Service Department:

Toll-Free: 1-877-934-3748

E-Mail: [automationtech@weg.net](mailto:automationtech@weg.net)

Rev 06 121123RP