

Warranty Policy for Automation Products



WEG USA General Terms and Conditions available at www.weg.net apply to all orders.

No-Fault Warranty

WEG Variable Speed Drives (product families CFW family drives 08, 100, 300, 500, 501, 700, 701 and 11), Soft Starters (product families SSW 05, 06, 07 and 900), and Power and Motor Control Products are covered under a “No-Fault” warranty process. Please see the table below for specific information on products covered by this warranty program. For products that meet the requirements of the “No-Fault” program WEG will provide replacement, free of cost.

This warranty claim is offered one time, per end-user, per application. In the event of repeated product failure please contact the WEG Automation Service Department to assist in review and resolution of the issue.

The following information must be provided within the warranty period of the product and no more than 30 days after the failure occurrence via e-mail to the WEG Automation Service Department (automationtech@weg.net) to initiate the warranty claim:

- A picture of the label with serial number information from the failed product
- The original WEG invoice number / copy of the invoice for the failed product
- A Brief description of the issue with the product – for use in our quality evaluation process

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	
	CFW700			<=16A	200-240V	
				<=13,5A	380-480V	
				<=17A	500-600V	
	CFW701 HVAC			<=28A	200-240V	
				<=17A	380-480V	
				<=12A	500-600V	
				<=16A	200-240V	IP55
				<=13,5A	380-480V	IP55
	CFW11			<=16A	200-240V	
				<=13A	380-480V	
				<=10	200-240V	IP55

Warranty Policy for Automation Products

			<=5A	380-480V	IP55
Soft Starters	SSW05		All		
	SSW07		<=85A	220-575V	
	SSW06		<=130A	220-575V	
			<=85A	575-690V	
	SSW900		<=61A	220-575V	

Controls:

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 on Products not included in “No-Fault” Warranty Process

WEG Automation products are warranted against defects in workmanship and materials for eighteen (18) months from invoicing date if the following requirements are met:

- Suitable transportation, handling and storage;
- Correct installation within the specified environmental conditions and without the presence of:
 - Direct exposure to sunlight, rain, high humidity, or sea-air
 - Inflammable or corrosive gases or liquids
 - Excessive vibrations
 - Dust, metallic particles, and oil mist
 - See your user manual for additional installation requirements
- Operation within the designed capacity limits
- Performance of scheduled preventive maintenance
- Repairs and/or modifications only made by authorized WEG service, proof required for warranty
- In the case of any deficiency, the equipment must be available for sufficient time for the technician to identify the cause of the failure and undertake the proper repairs
- The purchaser must report any faults immediately so that WEG Automation can verify the workmanship or material failure.
- Repair services during the warranty period may be made, at WEG’s discretion, at the purchaser’s location, at an Authorized Service Center (ASC) if available, or at a WEG Electric facility. WEG may, at their discretion, choose to pay for disassembling and assembling services, product or part transportation costs, travel tickets, hotel accommodations, food expenses and overtime of service employees, when the services are performed at the customer’s facilities. Fuses and other components in which the useful life in normal use is shorter than the warranty period are excluded from this warranty. Repairs and /or replacements of parts or products made within the warranty period do not prolong the original warranty period. The warranty is limited to only the supplied product; WEG shall not have any obligation for personal injuries to third parties, damage to other equipment or facilities, loss of profits or consequential damages.

Communication

Correspondence with the WEG Automation Service Department may be via e-mail (automatiotech@weg.net). Please keep a picture of all labels with serial number information for your records.

Limited Warranty:

WEG Electric Corp. is proud of all our product lines. WEG and its employees are committed to our customers and users to provide the best designed and manufactured motors, drives and controls. WEG provides a limited warranty on our products against defects in materials and workmanship for a specific period

Warranty Policy for Automation Products

from the date of purchase. If a product date code is within its stated warranty period (18 months, 36 months, etc.), no proof of purchase is required. Otherwise, a copy of the invoice is necessary to show the date of purchase. Purchases of WEG products from unauthorized dealers or distributors, even of otherwise "new" WEG products, voids warranty coverage. WEG's authorized distributors are shown under "Support" "Where to Buy" on our website at www.weg.net

Warranty Service:

If a WEG product requires warranty service due to defective materials or workmanship, WEG will, at its option, either repair or replace the defective product. By "replace", WEG Automation Service Department will be shipping a replacement product. If warranty is granted, and replacement is specified, the drive or soft starter label with serial number information must be sent to the Automation Service Dept. Warranty is applied to products that have been, at all times, properly maintained and operated or used under normal 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.

Optimal Match Warranty

WEG Optimal Match Warranty is a thirty-six (36) month warranty available when a WEG low voltage motor is applied with a WEG low voltage drive or soft starter. In order to qualify for this warranty, the products must be registered and approved by WEG's warranty department using this Optimal Match Warranty form. This offer is only available in the US. The following products and combinations are eligible for the Optimal Match Warranty:

- Drives and motors that qualify for this Optimal Match Warranty are W22 motors coupled with CFW11 up to 600HP (720A); all CFW100, CFW300, CFW500/501, CFW700/701; and CFW08 drives.
- Soft starters and motors that qualify for this Optimal Match Warranty are W22 motors coupled with SSW06 up to 700HP (820A); all SSW05, SSW07 and SSW900 soft starters up to 700HP (820A)
- Medium Voltage soft starters and motors that qualify for this Optimal Match Warranty are stock W22MV and W50MV up to 800HP 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, however the Optimal Match Warranty request (this form) must be sent within 180 days of purchase. When the drive or soft starter is invoiced on a different date as the motor, the following conditions apply to be eligible for the Optimal Match Warranty:

- The Optimal Match Warranty shall be started from the first invoice date (Drive, Soft Starter or Motor).
- The Optimal Match Warranty request (this form) must be sent within 180 days from the date of the later product purchase.
- The dates of the original invoices of both products cannot be over than 90 days apart.
- Maximum warranty period will be 36 months total from the date of the earlier original product invoice.

Please fill in the following information completely; otherwise this application will be void. Please send this form to automationtech@weg.net.

CUSTOMER INFORMATION	
DATE:	ACCOUNT No.:
COMPANY:	PHONE:
CONTACT:	EMAIL:
LOCATION OF APPLICATION	
STREET:	
CITY/STATE/ZIP:	
ORDER INFORMATION	
DRIVE / SOFT STARTER PURCHASE DATE:	ORDER No.:
MOTOR PURCHASE DATE:	ORDER No.:
PRODUCT INFORMATION	
DRIVE or SOFT STARTER	MOTOR
MODEL No.:	MODEL No.:
SERIAL No.:	SERIAL No.:

Warranty Policy for Automation Products

Extended Warranty:

Under certain conditions WEG may offer a customer an extended warranty to cover the equipment beyond Standard Listed above. There are three different options to extend the warranty. Note they cannot be stacked, customer must decide from the three options which one will be purchased.

- a. Extended Warranty purchased with original equipment

If a customer wishes to purchase additional warranty coverage beyond the WEG standard he may do so at a cost of 2.5% of the selling price of the drive, per year of coverage, up to a maximum coverage of 4 additional years. This coverage must be purchased at the time of the equipment purchase.

- b. Extended Warranty purchased after the purchased of the original equipment

Includes equipment in use, or during and after extended storage. If a customer wishes to purchase additional warranty coverage after the purchase has been made, the cost would be the same as for an extended warranty purchased with the original equipment, but additionally, a WEG service engineer must fully inspect the equipment and bring the equipment up to normal standards of maintenance. This would entail a visit to the site, complete inspection and cleaning of all components, filters, cabinets, etc. replacement of any parts that the engineer deems in need of replacement; inspection and tightening of all electrical connections; and inspection and replacement of any circuit boards that need repair. This service would be at the customer's expense, using the current field service rates. If, during the course of 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.

- c. Extended Warranty purchased with a certified Start-up

WEG Electric offers a 12-month extended warranty with a paid startup of Low Voltage Variable Speed Drives and Soft-starters. The startup must be managed by WEG Automation service Department.

Return Policy

WEG products that are purchased from our stocking warehouses must be returned within 90 days, freight to be paid by customer. Returned products must be unused, and in undamaged original packaging. If products are ordered incorrectly by the customer and need to be returned to stock, then a 20% re-stocking charge will be applied. If the returned products are deemed not to be in unused, undamaged condition, or in original packaging, then additional fees will be applied (up to and including full price of item). Returns on any modified products will not be allowed. Any products that are ordered as specials (with features that would not allow them to be stocked items) cannot be returned.

Credit and replacements

For any possible warranty failure, WEG Automation service department must be advised and it will be sending replacements, at WEG's discretion. Customer cannot purchase a new drive and claim the credit reimbursement, automation service needs to handle the replacements, free of cost to customer. Later failure analysis will be made and the warranty determination will be communicated to the customer. If it would be determined that is not warranty, customer will need to pay for the replacement unit.

Proper Storage of Products:

When automation products are not immediately installed, they should be stored in their normal upright position in a dry even temperature location, free of dust, gases and corrosive atmosphere. Drives stored for a period exceeding one year should have the reforming process done prior to the installation, for more info, please contact automation service department.

Accredited 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>. Any warranty repair by a service shop must be pre-approved by WEG Automation service Department.

Limitation of Warranty:

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OF QUALITY AND PERFORMANCE, WRITTEN, ORAL OR IMPLIED, AND ALL OTHER WARRANTIES INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ARISING FROM COURSE OF DEALING OR USAGE OF TRADE ARE HEREBY DISCLAIMED BY WEG. THE FOREGOING OBLIGATION TO REPAIR OR REPLACE WEG PRODUCTS OR PARTS SHALL BE THE SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER, ITS CUSTOMERS, OR USERS OF THE PRODUCTS OR PARTS.

Contact WEG Automation Service:

Toll-Free: 1-877-934-3748 or email by automationtech@weg.net