



## Low Voltage Drives Warranty Information

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BG-07271701	Product Management	11/15/2018	1 of 4	4

### Purpose

This document is a supplement to the ABB Inc. General Terms and Conditions of Sale (publication number ABBGTC073107). It provides additional information on standard and extended warranty coverage available for the products listed below which are available from the ABB Inc. Low Voltage Drives group in New Berlin, WI.

### Process

The following chart outlines the provisions of the standard warranty on active standard drive and motor products and applicable accessories.

#### Standard warranty coverage

Product Family	Warranty Period*	Warranty Type
ACS55, ACS150, ACS250, ACS255, ACS310, ACS320, ACS355, ACS380 AC500 PLC & CP600 HMI Servo Drives & Motion Controllers	12/24	Replace complete unit.
ACS550, ACH550, ACQ550 ACS580, ACQ580 ACS800, ACS880 ACSM1, ACS850 DCS800, DCS880, DCT880		Parts and on-site labor** or replace complete drive as determined by ABB Technical Support. See BP-04020608.
ACH580	30***	Parts, on-site labor, travel time and travel costs or replace complete drive as determined by ABB Technical Support. See BP-04020608.
Soft Starters: PSS, PST, PST(B), PSR, PSE, PSTX	12/18	Replace complete unit.
Optional components manufactured by third parties: Brake resistors, type BM braking modules, input reactors, & output filters	Original manufacturer standard warranty (No additional ABB warranty or warranty responsibility)	

\* Months after installation/Months after shipment from an ABB facility.

\*\* Parts and On-site labor warranty is available as authorized by ABB Technical Support. Travel time and travel cost are not included in this standard warranty coverage. Reference document BP-04020608 Warranty Directive for Low Voltage Drives Product.

\*\*\* Months after shipment from an ABB facility

The warranty periods outlined above will be extended when the product is commissioned by an ABB Inc. Low Voltage Drives certified technician as indicated in the table below. **Please note:** Authorized Start-Up (ASU) and extended warranty coverage are only available for equipment purchased and installed in the US or Canada, unless otherwise defined and approved by the Low Voltage Drives business.

**Warranty coverage when an Authorized Start-Up (ASU) is performed**

Applicable Product Groups	Warranty Period*	Warranty Type
ACS550, ACQ550, ACH550, ACS580, ACS850 Standard products ACS800/ACS880 Standard products up to 1000HP DCS800 & DCS880 Standard products up to 3000HP ABB branded custom drives provided by ABB Authorized Manufacturing Centers (AMC)	24/30	Parts, on-site labor, travel time and travel costs
ACQ580	30/36	Parts, on-site labor, travel time and travel costs

\* Months after installation/Months after shipment from an ABB facility.

This additional warranty term is only valid after the Authorized Start-Up (ASU) has been registered with ABB Technical Support in New Berlin, WI. The registration must be submitted within 30 days following the completion of the ASU. The provisions of extended warranty include repair or replacement at the discretion of ABB Inc. and require the defective unit be returned within 30 days to ABB freight prepaid by the sender.

**Extended warranty (Excludes Soft Starters)**

Warranties can be extended to a maximum total warranty period (including all standard warranties) of 5 years or 60 months from original date of shipment from ABB Inc. These extended warranties can be purchased within 12 months following the original date of shipment and require that an Authorized Start-Up be performed as well being registered as indicated above.

The additional price to extend warranties is as follows:

- For “parts and on-site labor” warranty, 3% of the total net price of the equipment ordered is to be added for each additional year purchased, up to the maximum total warranty time of 5 years or 60 months from date of shipment.

Parts and on-site Labor Product	Standard Warranty Period	Percent of Total Net Price**		
		3%	6%	9%
ACS550, ACH550, ACQ550 ACS580, ACQ580 ACS800, ACS880 ACSM1, ACS850 DCS800, DCS880, DCT880	12/24 mo.*	36 mo.	48 mo.	60 mo.
ACH580	30 mo.**	40 mo.***	50 mo.	60 mo.

\* Months after installation/Months after shipment from an ABB facility.

\*\* Months after shipment from an ABB facility.

\*\*\* Months after shipment from an ABB facility, Factory Authorized Start-Up not required.

- For “parts, on-site labor, and travel (time and mileage)” warranty, 5% of the total net price of the equipment ordered is to be added for each additional year purchased, up to the maximum total warranty time of 5 years or 60 months from date of shipment.

Parts, on-site labor, and Travel (time and mileage) Product	Standard Warranty Period	Percent of Total Net Price**		
		5%	10%	15%
ACS550, ACH550, ACQ550 ACS580, ACQ580 ACS800, ACS880 ACSM1, ACS850 DCS800, DCS880, DCT880	12/24 mo.*	36 mo.	48 mo.	60 mo.
ACH580	30 mo.**	40 mo.***	50 mo.	60 mo.

\* Months after installation/Months after shipment from an ABB facility.

\*\* Months after shipment from an ABB facility

\*\*\* Months after shipment from an ABB facility, Factory Authorized Start-Up not required.

### **Products purchased in US/Canada and installed in other countries**

Products purchased from ABB Inc. in New Berlin, Wisconsin for export to countries other than the US and Canada carry the same standard warranty period as drives purchased and installed in the US and Canada as set forth above with the following exception: Replacement product and/or repair parts will be delivered at no charge to the original ABB customer (purchaser) in the US or Canada or point of export. The purchaser is responsible for all freight, duties, taxes (etc.) and arrangement to other countries, unless otherwise agreed upon and documented in writing through the standard quote process.

In other countries, distance costs (travel time/travel costs) by service personnel, local shipping costs (in those countries related to the return of product to the ABB facilities for repair), and import duties into those countries are not included in the warranty coverage and will not be paid by ABB.

### **Warranty claims**

Warranty claims can be initiated by contacting ABB Technical Support (1-800-752-0696, Option 1, Option 1 or [us-drivessupport@abb.com](mailto:us-drivessupport@abb.com)). Initiating a warranty claim requires the following:

- Product serial number
- Part number(s), as applicable
- No Fault Purchase Order (NFPO)
- Failure location
- Contact information
- Fault description

If the product associated with the warranty claim is not returned within 30 days from the date of shipment of the replacement unit from ABB, or if the product is found to be damaged as a result of misapplication, misuse, neglect, or abuse thereby not qualifying for warranty coverage, the issuer of the purchase order may be billed for all costs incurred.

Any return of product or parts to ABB is to be shipped freight prepaid. Shipments sent freight collect will not be accepted. ABB will ship replacement product and/or parts from its facilities freight prepaid and will determine the carrier and method of shipment.

The warranty period for the replacement product will either be the original warranty period of the replaced product or 90 days from date of shipment of the replacement product, whichever occurs last. On-site drive warranty repairs must be performed by an ABB certified Drives Service Partner (DSP) or ABB service engineer.

## **Revisions**

<b>Rev.</b>	<b>Section</b>	<b>Description of Change</b>	<b>Modified By</b>	<b>Date</b>
0		Initial Distribution – replaces LVD-PNGP01U-EN.	A. Arellano	7/27/2017
1	Product Family and Extended Warranty	Added new products ACS255, ACS380, ACS580, and Soft Starters. Removed ACQ810 and Manual Motor Protectors.	E. Redlinger	01/09/2018
2	Header	Fixed Document Number typo.	A. Arellano	2/19/2018
3	All	Various product corrections and details added	G. Byzewski	9/27/2018
4	Product Family and Extended Warranty	Updated footnotes on page 2 and 3 Updated ACQ warranty to 30/36 Updated ACH580 Extended warranty Added DCS880	G. Byzewski	11/15/2018