

# Data Bulletin

## Service Guide for AC Drives and Soft Starts





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## SECTION 1.0: DOCUMENT OVERVIEW

This document provides detailed information about product support, warranty and non-warranty repairs or exchanges, and on-site services for Square D AC drives and soft starts. To use this document:

1. Go to Table 1 in [Section 2.0](#).
2. Locate the correct catalog number in the table.
3. Determine the type of service available as described in the column headers.
4. Go to the indicated section for details (e.g., 3.0, 4.0, etc.).
5. If you still need help, please contact the Product Support Group at (919) 266-8600.

### Standard Warranty

Refer to the Square D Conditions of Sale in the current Digest.

### Extended Warranty With Paid Start-up

Square D Company offers a six-month extended warranty with paid start-up on AC drives and soft starts. The start-up must be performed by Square D Services or a Square D Authorized Service Center Representative.

Only the power converter on the ATV panel-mounted basic drive or Class 8998 MCC / Class 8839 enclosed drive is covered. Only the ALTISTART soft start chassis on Class 8636 / 8638 / 8639 enclosed soft start is covered.

## SECTION 2.0: SERVICE SELECTION

**Table 1: Square D Service for AC Drives and Soft Starts**

Use this table to determine the service available for your product. Refer to the instruction bulletin delivered with the product for assistance identifying product catalog number.

1. Locate the catalog number in the table. A suffix of "\*" indicates that there may be additional characters in the catalog number that are not relevant for selecting service.
2. Determine the service needed as described in the column header.
3. Go to the appropriate section for details (for example, 3.0, 4.0).
4. NA indicates that the service is not available for the product.

Product ATS/ATV/Class	Family	Catalog Number	Phone Support	Depot Repair	Depot Exchange	On-site Services	Replacement Equipment	Field Installable Repair Parts
ATS	23	ATS23U70N	3.0	4.0	NA	NA	NA	8.0
		ATS23D***	3.0	4.0	NA	NA	NA	8.0
		ATS23C1***	3.0	4.0	NA	NA	NA	8.0
		ATS23C24N	3.0	4.0	NA	NA	NA	8.0
		ATS23C30N	3.0	4.0	NA	NA	NA	8.0
		ATS23C41N	3.0	4.0	NA	6.0	NA	8.0
		ATS23C58N	3.0	4.0	NA	6.0	NA	8.0
		ATS23C82N	3.0	4.0	NA	6.0	NA	8.0
		ATS23M12N	3.0	4.0	NA	6.0	NA	8.0
		ATS23PU70N	3.0	4.0	NA	NA	NA	8.0
		ATS23PD****	3.0	4.0	NA	NA	NA	8.0
		ATS23PC1***	3.0	4.0	NA	NA	NA	8.0
		ATS23PC24N	3.0	4.0	NA	NA	NA	8.0
		ATS23PC30N	3.0	4.0	NA	NA	NA	8.0
		ATS23PC41N	3.0	4.0	NA	6.0	NA	8.0
		ATS23PC58N	3.0	4.0	NA	6.0	NA	8.0
		ATS23PC82N	3.0	4.0	NA	6.0	NA	8.0
ATS23PM12N	3.0	4.0	NA	6.0	NA	8.0		
ATS	46	ATS46D***	3.0	4.0	NA	NA	NA	8.0
		ATS46C11N	3.0	4.0	NA	NA	NA	8.0
		ATS46C14N	3.0	4.0	NA	NA	NA	8.0
		ATS46C17N	3.0	4.0	NA	6.0	NA	8.0
		ATS46C21N	3.0	4.0	NA	6.0	NA	8.0
		ATS46C25N	3.0	4.0	NA	6.0	NA	8.0
		ATS46C32N	3.0	4.0	NA	6.0	NA	8.0
		ATS46C41N	3.0	4.0	NA	6.0	NA	8.0
		ATS46C48N	3.0	4.0	NA	6.0	NA	8.0
		ATS46C59N	3.0	4.0	NA	6.0	NA	8.0
		ATS46C66N	3.0	4.0	NA	6.0	NA	8.0
		ATS46C79N	3.0	4.0	NA	6.0	NA	8.0
		ATS46M10N	3.0	4.0	NA	6.0	NA	8.0
ATS46M12N	3.0	4.0	NA	6.0	NA	8.0		

**Table 1: Square D Service for AC Drives and Soft Starts (Continued)**

Use this table to determine the service available for your product. Refer to the instruction bulletin delivered with the product for assistance identifying product catalog number.

1. Locate the catalog number in the table. A suffix of “\*” indicates that there may be additional characters in the catalog number that are not relevant for selecting service.
2. Determine the service needed as described in the column header.
3. Go to the appropriate section for details (for example, 3.0, 4.0).
4. NA indicates that the service is not available for the product.

Product ATS/ATV/Class	Family	Catalog Number	Phone Support	Depot Repair	Depot Exchange	On-site Services	Replacement Equipment	Field Installable Repair Parts
ATV	16	All ATV16***	3.0	NA	NA	NA	7.0	NA
	18	All ATV18***	3.0	NA	NA	NA	7.0	NA
	28	All ATV28***	3.0	NA	NA	NA	7.0	NA
ATV	45	ATV45O75***	3.0	4.0	NA	NA	NA	NA
		ATV45U***	3.0	4.0	NA	NA	NA	NA
		ATV45D1***	3.0	4.0	NA	NA	NA	NA
		ATV45D22***	3.0	4.0	NA	NA	NA	NA
		ATV45D30***	3.0	4.0	NA	NA	NA	NA
		ATV45D37	3.0	4.0	NA	NA	NA	NA
		ATV45D37N	3.0	4.0	NA	6.0	NA	NA
		ATV45D55	3.0	4.0	NA	NA	NA	NA
		ATV45D55N	3.0	4.0	NA	6.0	NA	NA
		ATV45D75	3.0	4.0	NA	NA	NA	NA
		ATV45D75N	3.0	4.0	NA	6.0	NA	NA
		ATV45D90	3.0	4.0	NA	NA	NA	NA
		ATV45D90N	3.0	4.0	NA	6.0	NA	NA
		ATV45VU***	3.0	4.0	NA	NA	NA	NA
		ATV45VD11N	3.0	4.0	NA	NA	NA	NA
		ATV45VD15N	3.0	4.0	NA	NA	NA	NA
		ATV45VD22N	3.0	4.0	NA	NA	NA	NA
		ATV45VD37N	3.0	4.0	NA	NA	NA	NA
		ATV45VD45N	3.0	4.0	NA	6.0	NA	NA
		ATV45VD75N	3.0	4.0	NA	6.0	NA	NA
ATV45VD90N	3.0	4.0	NA	6.0	NA	NA		
ATV45VC11N	3.0	4.0	NA	6.0	NA	NA		
ATV	45.2	ATV4520***	3.0	4.0	NA	NA	NA	8.0
		ATV452U***	3.0	4.0	NA	NA	NA	8.0
		ATV452D1***	3.0	4.0	NA	NA	NA	8.0
		ATV452D22***	3.0	4.0	NA	NA	NA	8.0
		ATV452D3***	3.0	4.0	NA	NA	NA	8.0
		ATV452D55***	3.0	4.0	NA	NA	NA	8.0
		ATV452D75	3.0	4.0	NA	NA	NA	8.0
		ATV452D90	3.0	4.0	NA	NA	NA	8.0
		ATV452D37N	3.0	4.0	NA	6.0	NA	8.0
		ATV452D55N	3.0	4.0	NA	6.0	NA	8.0
ATV452D75N	3.0	4.0	NA	6.0	NA	8.0		

**Table 1: Square D Service for AC Drives and Soft Starts (Continued)**

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1. Locate the catalog number in the table. A suffix of “\*” indicates that there may be additional characters in the catalog number that are not relevant for selecting service.
2. Determine the service needed as described in the column header.
3. Go to the appropriate section for details (for example, 3.0, 4.0).
4. NA indicates that the service is not available for the product.

Product ATS/ATV/Class	Family	Catalog Number	Phone Support	Depot Repair	Depot Exchange	On-site Services	Replacement Equipment	Field Installable Repair Parts
ATV	45.2	ATV452D90N	3.0	4.0	NA	6.0	NA	8.0
		ATV452VU***	3.0	4.0	NA	NA	NA	8.0
		ATV452VD1***	3.0	4.0	NA	NA	NA	8.0
		ATV452VD22N	3.0	4.0	NA	NA	NA	8.0
		ATV452VD37N	3.0	4.0	NA	NA	NA	8.0
		ATV452VD45N	3.0	4.0	NA	6.0	NA	8.0
		ATV452VD75N	3.0	4.0	NA	6.0	NA	8.0
		ATV452VD90N	3.0	4.0	NA	6.0	NA	8.0
		ATV452VC11N	3.0	4.0	NA	6.0	NA	8.0
ATV	56	All ATV56***	3.0	4.0	5.0	NA	NA	8.0
ATV	58H	ATV58HU09***	3.0	NA	NA	NA	7.0	8.0
		ATV58HU18***	3.0	NA	NA	NA	7.0	8.0
		ATV58HU29***	3.0	NA	NA	NA	7.0	8.0
		ATV58HU41***	3.0	NA	NA	NA	7.0	8.0
		ATV58HU54***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HU72***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HU90***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD12***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD16***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD23***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD28M2XZ***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD33M2XZ***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD46M2XZ***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD28N4XZ***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD28N4ZU	3.0	4.0	NA	NA	NA	8.0
		ATV58HD33N4XZ***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD33N4ZU	3.0	4.0	NA	NA	NA	8.0
		ATV58HD46N4XZ***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD46N4ZU	3.0	4.0	NA	NA	NA	8.0
		ATV58HD54N4XZ***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD54N4ZU	3.0	4.0	NA	NA	NA	8.0
		ATV58HD64N4XZ***	3.0	4.0	5.0	NA	NA	8.0
		ATV58HD64N4ZU	3.0	4.0	NA	NA	NA	8.0
ATV58HD79N4XZ***	3.0	4.0	5.0	NA	NA	8.0		
ATV58HD79N4ZU	3.0	4.0	NA	NA	NA	8.0		



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1. Locate the catalog number in the table. A suffix of “\*” indicates that there may be additional characters in the catalog number that are not relevant for selecting service.
2. Determine the service needed as described in the column header.
3. Go to the appropriate section for details (for example, 3.0, 4.0).
4. NA indicates that the service is not available for the product.

Product ATS/ATV/Class	Family	Catalog Number	Phone Support	Depot Repair	Depot Exchange	On-site Services	Replacement Equipment	Field Installable Repair Parts
ATV	58F	All ATV58EU***	3.0	4.0	NA	NA	NA	NA
ATV	58E	All ATV58EU***	3.0	4.0	NA	NA	NA	NA
ATV	58N	All ATV58N***	3.0	4.0	NA	NA	NA	NA
ATV	58FH	ATV58FH***	3.0	4.0	NA	NA	NA	NA
ATV	66	ATV66U***	3.0	4.0	5.0	NA	NA	8.0
		ATV66D***	3.0	4.0	5.0	NA	NA	8.0
		ATV66C***	3.0	NA	NA	6.0	NA	8.0
LH4N		All LH4N***	3.0	NA	NA	NA	7.0	NA
VSD07		All VSD07***	3.0	NA	NA	NA	7.0	NA
8636	Enclosed ATS46	All 8636***	3.0	4.0	NA	6.0	NA	8.0
8638	Enclosed ATS23	All 8638***	3.0	4.0	NA	6.0	NA	8.0
	Enclosed ATS46	All 8638***	3.0	4.0	NA	6.0	NA	8.0
8639	Enclosed ATS46	All 8639***	3.0	4.0	NA	6.0	NA	8.0
8660	Alpha Pak	MD***	3.0	4.0	NA	NA	NA	NA
		ME***	3.0	4.0	NA	NA	NA	NA
		MF***	3.0	4.0	NA	NA	NA	NA
		MG***	3.0	4.0	NA	NA	NA	NA
		MH***	3.0	4.0	NA	6.0	NA	8.0
		MJ***	3.0	4.0	NA	6.0	NA	8.0
		MK***	3.0	4.0	NA	6.0	NA	8.0
		MM***	3.0	4.0	NA	6.0	NA	8.0
8803	Omegapak	8803P00CO2C	3.0	4.0	NA	NA	NA	8.0
		8803P00CO2E	3.0	4.0	NA	NA	NA	8.0
		8803P00CO2F	3.0	4.0	NA	NA	NA	8.0
		8803P00CO2G	3.0	4.0	NA	NA	NA	8.0
		8803P00CO2H	3.0	4.0	NA	NA	NA	8.0
		8803P00CO2J	3.0	4.0	NA	NA	NA	8.0
		8803P00CO2K	3.0	4.0	NA	NA	NA	8.0
		8803P00CO4C	3.0	4.0	NA	NA	NA	8.0
		8803P00CO4D	3.0	4.0	NA	NA	NA	8.0
		8803P00CO4E	3.0	4.0	NA	NA	NA	8.0
		8803P00CO4F	3.0	4.0	NA	NA	NA	8.0
		8803P00CO4G	3.0	4.0	NA	NA	NA	8.0

**Table 1: Square D Service for AC Drives and Soft Starts (Continued)**

Use this table to determine the service available for your product. Refer to the instruction bulletin delivered with the product for assistance identifying product catalog number.

1. Locate the catalog number in the table. A suffix of “\*” indicates that there may be additional characters in the catalog number that are not relevant for selecting service.
2. Determine the service needed as described in the column header.
3. Go to the appropriate section for details (for example, 3.0, 4.0).
4. NA indicates that the service is not available for the product.

Product ATS/ATV/Class	Family	Catalog Number	Phone Support	Depot Repair	Depot Exchange	On-site Services	Replacement Equipment	Field Installable Repair Parts	
8803	Omegapak	8803P00CO4H	3.0	4.0	NA	NA	NA	8.0	
		8803P00CO4J	3.0	4.0	NA	NA	NA	8.0	
		8803P00CO4K	3.0	4.0	NA	NA	NA	8.0	
		8803P00CO4L	3.0	4.0	NA	NA	NA	8.0	
		8803P00CO4M	3.0	4.0	NA	NA	NA	8.0	
		8803P00CO4N	3.0	4.0	NA	NA	NA	8.0	
		8803P00CO4P	3.0	4.0	NA	NA	6.0	NA	8.0
		8803P00CO4R	3.0	4.0	NA	NA	6.0	NA	8.0
		8803P00CO4S	3.0	4.0	NA	NA	6.0	NA	8.0
		8803P00CO4T	3.0	4.0	NA	NA	6.0	NA	8.0
		8803P00VO4C	3.0	4.0	NA	NA	NA	NA	8.0
		8803P00VO4E	3.0	4.0	NA	NA	NA	NA	8.0
		8803P00VO4G	3.0	4.0	NA	NA	NA	NA	8.0
		8803P00VO4J	3.0	4.0	NA	NA	NA	NA	8.0
		8803P00VO4K	3.0	4.0	NA	NA	NA	NA	8.0
		8803P00VO4M	3.0	4.0	NA	NA	NA	NA	8.0
		8803P00VO4P	3.0	4.0	NA	NA	NA	NA	8.0
		8803P00VO4Q	3.0	4.0	NA	NA	6.0	NA	8.0
		8803P00VO4S	3.0	4.0	NA	NA	6.0	NA	8.0
		8803P00VO4T	3.0	4.0	NA	NA	6.0	NA	8.0
		8803P00VO4U	3.0	4.0	NA	NA	6.0	NA	8.0
		8803P10CO2C	3.0	4.0	NA	NA	NA	NA	8.0
		8803P10CO2E	3.0	4.0	NA	NA	NA	NA	8.0
		8803P10CO2F	3.0	4.0	NA	NA	NA	NA	8.0
		8803P10CO2G	3.0	4.0	NA	NA	NA	NA	8.0
		8803P10CO2H	3.0	4.0	NA	NA	NA	NA	8.0
		8803P10CO2J	3.0	4.0	NA	NA	NA	NA	8.0
		8803P10CO2K	3.0	4.0	NA	NA	NA	NA	8.0
		8803P10CO4C	3.0	4.0	NA	NA	NA	NA	8.0
		8803P10CO4D	3.0	4.0	NA	NA	NA	NA	8.0
		8803P10CO4E	3.0	4.0	NA	NA	NA	NA	8.0
		8803P10CO4F	3.0	4.0	NA	NA	NA	NA	8.0
8803P10CO4G	3.0	4.0	NA	NA	NA	NA	8.0		
8803P10CO4H	3.0	4.0	NA	NA	NA	NA	8.0		
8803P10CO4J	3.0	4.0	NA	NA	NA	NA	8.0		
8803P10CO4K	3.0	4.0	NA	NA	NA	NA	8.0		

**Table 1: Square D Service for AC Drives and Soft Starts (Continued)**

Use this table to determine the service available for your product. Refer to the instruction bulletin delivered with the product for assistance identifying product catalog number.

1. Locate the catalog number in the table. A suffix of “\*” indicates that there may be additional characters in the catalog number that are not relevant for selecting service.
2. Determine the service needed as described in the column header.
3. Go to the appropriate section for details (for example, 3.0, 4.0).
4. NA indicates that the service is not available for the product.

Product ATS/ATV/Class	Family	Catalog Number	Phone Support	Depot Repair	Depot Exchange	On-site Services	Replacement Equipment	Field Installable Repair Parts
8803	Omegapak	8803P10CO4L	3.0	4.0	NA	NA	NA	8.0
		8803P10CO4M	3.0	4.0	NA	NA	NA	8.0
		8803P10CO4N	3.0	4.0	NA	NA	NA	8.0
		8803P10CO4P	3.0	4.0	NA	6.0	NA	8.0
		8803P10CO4R	3.0	4.0	NA	6.0	NA	8.0
		8803P10CO4S	3.0	4.0	NA	6.0	NA	8.0
		8803P10CO4T	3.0	4.0	NA	6.0	NA	8.0
		8803P10VO4C	3.0	4.0	NA	NA	NA	8.0
		8803P10VO4E	3.0	4.0	NA	NA	NA	8.0
		8803P10VO4G	3.0	4.0	NA	NA	NA	8.0
		8803P10VO4J	3.0	4.0	NA	NA	NA	8.0
		8803P10VO4K	3.0	4.0	NA	NA	NA	8.0
		8803P10VO4M	3.0	4.0	NA	NA	NA	8.0
		8803P10VO4P	3.0	4.0	NA	NA	NA	8.0
		8803P10VO4Q	3.0	4.0	NA	6.0	NA	8.0
		8803P10VO4S	3.0	4.0	NA	6.0	NA	8.0
8803P10VO4T	3.0	4.0	NA	6.0	NA	8.0		
8803P10VO4U	3.0	4.0	NA	6.0	NA	8.0		
8804	Omegapak	All 8804 PT***	3.0	4.0	NA	NA	NA	8.0
		8804 1A***	3.0	4.0	NA	NA	NA	8.0
		8804 1B***	3.0	4.0	NA	NA	NA	8.0
		8804 1C***	3.0	4.0	NA	NA	NA	8.0
		8804 2A***	3.0	4.0	NA	NA	NA	8.0
		8804 2B***	3.0	4.0	NA	NA	NA	8.0
		8804 3C***	3.0	4.0	NA	6.0	NA	8.0
		8804 3D***	3.0	NA	NA	6.0	NA	8.0
		8804 5A***	3.0	4.0	NA	NA	NA	8.0
		8804 5B***	3.0	4.0	NA	NA	NA	8.0
		8804 5C***	3.0	4.0	NA	6.0	NA	8.0
8804 5D***	3.0	NA	NA	6.0	NA	8.0		

**Table 1: Square D Service for AC Drives and Soft Starts (Continued)**

Use this table to determine the service available for your product. Refer to the instruction bulletin delivered with the product for assistance identifying product catalog number.

1. Locate the catalog number in the table. A suffix of “\*” indicates that there may be additional characters in the catalog number that are not relevant for selecting service.
2. Determine the service needed as described in the column header.
3. Go to the appropriate section for details (for example, 3.0, 4.0).
4. NA indicates that the service is not available for the product.

Product ATS/ATV/Class	Family	Catalog Number	Phone Support	Depot Repair	Depot Exchange	On-site Services	Replacement Equipment	Field Installable Repair Parts
8839	ATV56 BELE-Box	All 8839 56U***	3.0	4.0	5.0	6.0	NA	NA
	ATV58 BELE-Box	All 8839 58U***	3.0	4.0	5.0	6.0	NA	NA
	ECONO- flex	All 8839 58E***	3.0	4.0	5.0	6.0	NA	NA
	Enclosed ATV66	All 8839 66U***	3.0	4.0	5.0	6.0	NA	NA
8998	MCC ATS46	All ATS46****	3.0	4.0 [2]	NA	6.0	NA	8.0
	MCC ATS23	All ATS23****	3.0	4.0 [2]	NA	6.0	NA	NA
	MCC ATV58 [1]	ATV58HU18***	3.0	NA	NA	NA	7.0 [3]	NA
		ATV58HU29***	3.0	NA	NA	NA	7.0 [3]	NA
		ATV58HU41***	3.0	NA	NA	NA	7.0 [3]	NA
		ATV58HU54***	3.0	4.0 [3]	5.0 [3]	NA	NA	8.0
		ATV58HU72***	3.0	4.0 [3]	5.0 [3]	NA	NA	8.0
		ATV58HU90***	3.0	4.0 [3]	5.0 [3]	NA	NA	8.0
		ATV58HD12***	3.0	4.0 [3]	5.0 [3]	NA	NA	8.0
		ATV58HD16***	3.0	4.0 [3]	5.0 [3]	NA	NA	8.0
		ATV58HD23***	3.0	4.0 [3]	5.0 [3]	NA	NA	8.0
		ATV58PU18***	3.0	NA	NA	NA	7.0 [3]	NA
		ATV58PU29***	3.0	NA	NA	NA	7.0 [3]	NA
		ATV58PU41***	3.0	NA	NA	NA	7.0 [3]	NA
		ATV58PU54***	3.0	4.0 [3]	NA	NA	7.0 [3]	8.0
		ATV58PU72***	3.0	4.0 [3]	NA	NA	7.0 [3]	8.0
		ATV58PU90***	3.0	4.0 [3]	NA	NA	7.0 [3]	8.0
		ATV58PD12***	3.0	4.0 [3]	NA	NA	7.0 [3]	8.0
		ATV58PD16***	3.0	4.0 [3]	NA	NA	7.0 [3]	8.0
	ATV58PD23***	3.0	4.0 [3]	NA	NA	7.0 [3]	8.0	
All units with FLEX58****	3.0	4.0 [3]	5.0 [3]	6.0	NA	8.0		
MCC ATV66/56	All ATV*6U***	3.0	4.0 [3]	NA	6.0	NA	8.0	
	All ATV*6D***	3.0	4.0 [3]	NA	6.0	NA	8.0	
	All ATV*6C***	3.0	NA	NA	6.0	NA	8.0	

[1] The unit identification label is located on the side wall of the MCC drive controller unit. The unit identification label contains the factory order (FO) number and the unit voltage rating (volts). In addition, each drive controller has a bar code label located on the front of the drive power converter. The bar code label contains the catalog number of the drive power converter (for example ATV58HU90N4ZUS or FLEX58D46N4).

[2] Soft start component only.

[3] Drive power converter only.

### SECTION 3.0: PHONE SUPPORT

This section outlines the process for obtaining assistance from the Product Support Group. The Product Support Group (PSG) provides field sales, distributors, and users with AC drives and soft start technical assistance. Services include equipment selection, start-up, and troubleshooting assistance. The Product Support Group may be contacted by phone, fax, or e-mail at:

- Phone: (919) 266-8600 (24 hours / 7 days a week)
- Fax: (919) 217-6508
- E-mail: [drivepsg@squared.com](mailto:drivepsg@squared.com)

PSG is the first point of contact for technical questions. Their objective is to provide a solution to the customer's problem. If a solution to the reported problem cannot be resolved directly, PSG will coordinate and/or direct the caller to the functional group that can best provide a resolution. Each problem inquiry is assigned a unique tracking number, a Vantive case number, which is critical for tracking the history of the problem, dispatching services, and equipment evaluations.

### SECTION 4.0: DEPOT REPAIR

This section outlines the process for returning equipment to Square D for all depot repairs or evaluations. The process applies to both warranty and non-warranty claims.

1. A Purchaser with a Square D account number contacts a Customer Service Representative (CSR) at Square D Florence Customer Information Center (CIC) at **888-SQUARED (778-2733)** and provides the following information:
  - a. Square D account number
  - b. Catalog number
  - c. Serial number
  - d. Proof of purchase
  - e. Length of time device was in service
  - f. Vantive case number (from Section 3.0)
  - g. Equipment fault code
  - h. Detailed description of the problem
  - i. A purchase order number is required and will be used if the inoperative equipment is found to be out of warranty.
2. The Florence CIC advises the purchaser of the published repair price. If the repair price for the device is unavailable, a quote will be provided after the evaluation is completed.
3. The Florence CIC assigns a Claims Notification Identification (CNI) number and issues return tag(s) and shipping label(s) to the purchaser. The mailing labels provided by CIC must be used to ensure that the equipment is returned to the proper Square D facility (See [Section 9.0](#) for packaging requirements). Equipment returned without a CNI will not be evaluated, and will be returned freight collect.
4. Upon receipt into the proper facility, the equipment is evaluated, repaired, and returned.
5. See [Section 4.1](#) for an explanation of Warranty Depot Repair, and [Section 4.2](#) for Non-Warranty Depot Repair procedures.

### Section 4.1: Warranty Depot Repair

Upon receipt, the equipment is evaluated and if it is determined to be under warranty:

1. The equipment will be repaired and shipped within 10 business days. Square D warrants equipment repaired or replaced under this policy to be free from defect in materials and workmanship for the balance of the warranty on the original equipment. Repaired equipment may be a remanufactured device.
2. If the equipment has failed because of improper use, the equipment is found to function properly, or if the existing warranty has expired, refer to [Section 4.2](#) for non-warranty options.

### Section 4.2: Non-Warranty Repair

Upon receipt, the equipment is evaluated, and if it is determined to be out of the warranty period, exposed to conditions beyond product specifications, or if no problem is found:

1. If the equipment is determined to function properly, the purchaser will be contacted to implement one of the following:
  - a. If the purchaser wants the equipment returned, the purchaser will be invoiced to cover evaluation fees for testing each unit plus shipping freight fees and this claim for warranty will be closed.
  - b. If the purchaser does not want the equipment returned, the purchaser will be invoiced a restocking fee per current conditions of sale and this claim for warranty will be closed.
2. If the equipment is determined to be repairable, the purchaser will be contacted to implement one of the following:
  - a. The equipment will be repaired and shipped within 10 business days and the purchaser will be invoiced the repair price. Square D warrants equipment repaired under this policy to be free from defect in materials and workmanship for a period of six months from the date of invoice.
  - b. If the purchaser wants the equipment returned unrepaired, the purchaser will be invoiced to cover evaluation fees for testing each unit plus shipping freight fees and this claim for warranty will be closed.
  - c. If the purchaser does not want the equipment returned, the purchaser will be invoiced an evaluation fee per current conditions of sale and this claim for warranty will be closed.
3. If the equipment is determined to be non-repairable, the purchaser will be contacted to implement one of the following:
  - a. If the purchaser wants the equipment returned unrepaired, the purchaser will be invoiced to cover evaluation fees for testing each unit plus shipping freight fees and this claim for warranty will be closed.
  - b. If the purchaser wants the equipment scrapped, the purchaser will be invoiced to cover evaluation fees for testing each unit and this claim for warranty will be closed.
4. In all the situations above, if the purchaser does not respond regarding a method of disposition within seven business days after notification, the equipment will be returned. The purchaser will be invoiced an evaluation fee for testing the equipment plus shipping freight fees. Claims for warranty service will be closed.

*NOTE: If the equipment is mounted in a non-Square D enclosure, the user shall remove the equipment from the enclosure and return it using the appropriate method. Refer to [Section 9.0](#) for packing methods.*

## SECTION 5.0: DEPOT EXCHANGE

This section outlines the process to perform a depot exchange request. If the original equipment is known to be out of warranty, purchase new equipment or refer to [Section 4.0](#) of this document for repair instructions. The exchange process SHALL ONLY be used with equipment that is in warranty. A depot exchange unit is typically available for overnight shipping.

1. A Purchaser with a Square D account number contacts a Customer Service Representative (CSR) at Square D Florence Customer Service Information Center (CIC) at **888-SQUARED (888-778-2733)** and provides the following information:
  - a. Square D account number
  - b. Catalog number
  - c. Serial number
  - d. Proof of purchase
  - e. Length of time device was in service
  - f. Vantive case number (from [Section 3.0](#)).
  - g. Equipment fault code
  - h. A detailed description of the problem
  - i. A purchase order number shall be provided to cover all non-warranty costs incurred during the evaluation or if the inoperative equipment is not returned within 30 days.
2. The Florence CIC advises the purchaser of the equipment availability.
3. Florence assigns a Claims Notification Identification (CNI) number and issues return tag(s) and shipping label(s) to the purchaser. The mailing labels provided by the CIC must be used to ensure that the equipment is returned to the proper Square D facility (See [Section 9.0](#) for packaging requirements). Equipment returned without a CNI will not be evaluated, and will be returned freight collect.
4. Exchange equipment is shipped to the requested location.
5. Upon receipt into the proper facility, the equipment is evaluated.
6. See [Section 5.1](#) for an explanation of Warranty Depot Exchange, and [Section 5.2](#) for Non-Warranty Depot Exchange procedures.

### Section 5.1: Valid Warranty Depot Exchange Claims

Upon receipt, the equipment is evaluated, and if it is determined to be under warranty:

1. The purchaser will not be invoiced for service fees. Square D warrants exchange equipment shipped from the Depot to be free from defect in materials and workmanship for the balance of the warranty on the original equipment.
2. If the equipment has failed because of improper use or if the existing warranty has expired, refer to [Section 5.2](#) for invalid warranty claims.

### Section 5.2: Invalid Warranty Depot Exchange Claims

Upon receipt, the equipment is evaluated, and if it is determined to be out of the warranty period, exposed to conditions beyond product specifications, or if no problem is found:

1. Customer service will contact the purchaser with the status of the equipment and request further disposition as follows:
  - a. If the purchaser wants the equipment returned unrepaired, the purchaser will be invoiced to cover evaluation fees for testing each unit, the cost of the exchange unit, and shipping freight fees and this claim for warranty will be closed.

- b. If the purchaser wants the equipment returned repaired, the purchaser will be invoiced to cover the cost of the exchange unit, the cost to repair the unit, and shipping freight fees. Square D warrants equipment replaced under this policy to be free from defect in materials and workmanship for a period of six months from the date of invoice.
- c. If the purchaser does not want the equipment returned, the purchaser will be invoiced to cover evaluation fees for testing each unit, the cost of the exchange unit and this claim for warranty will be closed.
- d. If the purchaser does not respond regarding a method of disposition within seven business days after notification, the equipment will be returned. The purchaser will be invoiced an evaluation fee for testing each unit, the cost of the exchange unit, and shipping freight fees, and service will be closed.

*NOTE: If the equipment is mounted in a non-Square D enclosure, the user must remove the equipment from the enclosure and return it using the appropriate method. Refer to [Section 9.0](#) for packing methods.*

## SECTION 6.0: ON-SITE SERVICES

This section outlines the process for obtaining on-site support from Square D Services, whether it is a warranty or non-warranty claim.

1. A purchaser with a Square D account number contacts their Customer Service Representative (CSR) at the Square D Florence Customer Information Center (CIC) at **888-SQUARED (778-2733)** and provides the following information:
  - a. Square D account number
  - b. Catalog number
  - c. Serial number
  - d. Proof of purchase
  - e. Length of time the device was in service
  - f. Date code
  - g. Quote to Cash number
  - h. Vantive case number (from [Section 3](#))
  - i. Contact name and phone number
  - j. Location for service
  - k. Requested response time
  - l. Equipment fault code
  - m. Detailed description of the problem
  - n. A purchase order number shall be provided to cover all non-warranty costs incurred during the evaluation.
2. The Square D CIC sends the purchaser a copy of the Square D Services Time & Material Service Rates, document number 0180HO0023, and the Terms and Conditions of Supply and Performance, document number 180SC9315.
3. Upon receipt of the purchase order, Square D Services calls the designated contact and schedules a service call at the site by a Service Product Specialist.
4. While on site the Service Product Specialist:
  - a. Discusses the problem with a knowledgeable contact.
  - b. Obtains an authorized signature to begin work.
  - c. Determines the warranty status.
  - d. Repairs or replaces the equipment.



e. Obtains a signature verifying that the required work was completed.

See [Section 6.1](#) for an explanation of Warranty On-Site Service and [Section 6.2](#) for Non-Warranty On-Site Service procedures.

### Section 6.1: Warranty On-Site Service

1. There are no charges for equipment repaired under warranty. Square D warrants repaired or replaced equipment to be free from defect in materials and workmanship for the balance of the existing warranty.
2. If the equipment has failed because of improper use or if the existing warranty has expired, refer to [Section 6.2](#) for non-warranty options.

### Section 6.2: Non-Warranty On-Site Service

1. The purchaser will be invoiced for all parts and services per the Square D Services Time & Material Service Rates, document number 0180HO0023. Square D Services warrants the repairs made per Terms and Conditions of Supply and Performance, document number 180SC9315.
2. If the equipment is found to function properly, the purchaser will be invoiced for charges incurred as described in step 1 of Section 6.2.
3. If the equipment is found to be non-repairable, the designated contact chooses one of the following:
  - a. Services ends the call and the purchaser is invoiced for charges incurred as described in step 1 of Section 6.2.
  - b. Services replaces the equipment and the purchaser is invoiced for charges incurred as described in step 1 of Section 6.2.
4. If the equipment is exposed to conditions beyond product specifications, the designated contact chooses one of the following:
  - a. Services ends the call and the purchaser is invoiced for charges incurred as described in step 1 of Section 6.2.
  - b. Services recommends and implements a solution and the purchaser is invoiced for charges incurred as described in step 1 of Section 6.2.

## SECTION 7.0: REPLACEMENT EQUIPMENT

This section outlines the process for obtaining replacement equipment. This process SHALL ONLY be used with equipment that is non-repairable and is in warranty. If the original equipment is known to be out of warranty, purchase new equipment.

1. A purchaser with a Square D account number contacts a Customer Service Representative (CSR) at Square D Florence Customer Service Information Center (CIC) at **888-SQUARED (778-2733)** and provides the following information:
  - a. Square D account number
  - b. Catalog number
  - c. Serial number
  - d. Proof of purchase
  - e. Length of time the device was in service
  - f. Vantive case number (from [Section 3.0](#))
  - g. Equipment fault code
  - h. Detailed description of the problem
  - i. A purchase order number shall be provided, an order is placed, and the purchaser is invoiced for the new equipment. The purchase order will also be used if the original equipment is not returned within 30 days.

2. Florence assigns a Claims Notification Identification (CNI) number and issues return tag(s) and shipping label(s) to the purchaser. The mailing labels provided by the CIC must be used to ensure that the equipment is returned to the proper Square D facility (see [Section 9.0](#) for packaging requirements). Equipment returned without a CNI will not be evaluated, and will be returned freight collect.
3. Upon receipt into the proper facility, the equipment is evaluated for warranty claims.

See [Section 7.1](#) for an explanation of Warranty Replacement, and [Section 7.2](#) for Non-Warranty replacement procedures.

### Section 7.1: Valid Warranty Replacement Equipment Claims

Upon receipt, the equipment is evaluated. If it is determined to be under warranty:

1. The purchaser will be credited. Square D warrants replacement equipment to be free from defect in materials and workmanship for the balance of the warranty on the original equipment.
2. If the equipment has failed because of improper use or if the existing warranty has expired, refer to [Section 7.2](#) for non-warranty options.

### Section 7.2: Invalid Warranty Replacement Equipment Claims

Upon receipt, the equipment is evaluated. If it is determined to be out of the warranty period, exposed to conditions beyond product specifications, or if no problem is found:

1. The purchaser will not be credited for the cost of the replacement equipment. The new equipment is warranted under Square D conditions of sale.
2. The original equipment will be returned and the purchaser will be invoiced an evaluation fee for testing the equipment plus shipping freight fees. Claims for warranty service will be closed.

## SECTION 8.0: FIELD INSTALLABLE REPAIR PARTS

This section outlines the process for obtaining field installable repair part(s) for non-warranty equipment from Square D. Only Square D or its authorized representatives shall repair Square D equipment under warranty.

1. Consult the current AC Drive and Soft Start price guide (8800PL9701 R•••) to determine the needed repair part(s) and the corresponding catalog number(s). If further troubleshooting or part identification assistance is needed, refer to [Section 3.0](#), Phone Support Group, in this document.
2. The purchaser with a Square D account number contacts a Customer Service Representative (CSR) at Square D Florence Customer Service Information Center (CIC) at **888-SQUARED (778-2733)** to order the repair part(s).

## SECTION 9.0: RETURNED EQUIPMENT PACKAGING REQUIREMENTS

The following outlines the process for packing all AC drives and soft start equipment returned to any Square D facility.

Original packaging material should be used to return equipment. If it is not available, use the acceptable methods listed in Table 2.

Returning equipment using unacceptable methods will void any claims to the warranty.

The return tag package received by the purchaser from Square D contains the packing list, customer file copy, and shipping labels. The packing list should be placed in the box with the equipment being returned. If more than one container is used, a copy of the packing list should be made and placed in each individual container. The customer file copy should be retained by the

purchaser in the event there are any billing questions. The self-adhesive shipping labels should be applied to the outside of the container. If additional labels are required, they must be generated by the purchaser.

**Table 2: Packing Methods and Materials**

<b>ACCEPTABLE Packing Methods and Material</b>	<b>UNACCEPTABLE Packing Methods and Material</b>
<ol style="list-style-type: none"><li>1. Anti-static material (anti-static film, anti-static bubble wrap, ESD bag).</li><li>2. Stabilizing or shock absorbing materials (anti-static foam inserts).</li><li>3. Reinforced container (reinforced cardboard for equipment weighing less than 100 lbs; crating for equipment weighing greater than or equal to 100 lbs)</li></ol>	<ol style="list-style-type: none"><li>1. Styrene material (peanuts, foam, other static generating material).</li><li>2. Plastic material.</li><li>3. Direct mounting or strapping to skids. Lack of first, secondary, or third level packaging.</li></ol>

*NOTE: Equipment that contains electronic components is susceptible to damage or degradation from electrostatic discharge. Unacceptable materials as listed above can generate static charges in excess of 10,000 volts causing a high risk of damage to electronic components. Square D is not responsible for equipment damage caused by electrostatic discharge generated by improper packaging as described above.*

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Electrical equipment should be serviced only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material. This document is not intended as an instruction manual for untrained persons.

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