

LSIS USA Warranty Policy



Warranty Period

LSIS USA warrants their products and their accessories to be free from defects in material and workmanship, if properly installed and operated and maintained under normal conditions of service and use per published specifications, for a period of

- (i) 24 months from the date of shipment for low voltage (LV) variable frequency drives
 - a. The warranty period is extended to 48 months from the date of shipment for variable frequency drives when installed using a LSIS USA Certified Start-Up Partner.
- (ii) 30 months from the date of manufacture for electric power solutions type (a), (b), (c), and (d)
- (iii) 24 months from the date of manufacture for electric power solutions type (e)
- (iv) 18 months from the date of manufacture for electric power solutions type (f)

All product types are defined in Appendix A.

Limitations of Warranty

Only new products sold by LSIS USA authorized re-sellers are covered by this warranty.

In addition, the following circumstances effectively void the warranty:

- Improper installation, connection, or wiring
- Failure to apply the product in accordance with the conditions specified in the product's manual
- Product exposed to abnormal contamination or environment outside of the product's published specifications
- The product has been subjected to negligent or accidental misuse, unauthorized repair, or unauthorized electrical alteration
- Failure to properly maintain the product in accordance with the product's manual
- Shipping or handling damage
- Improper Storage
- Natural disasters

Standard Warranty Handling Procedure

The procedure for warranty claim handling should begin only after a reasonable attempt has been made to remedy the problem remotely via the LSIS USA Customer Care Hotline or on-site by an LSIS USA representative.

For low voltage (LV) variable frequency drives rated 30HP (22kW) and smaller:

LSIS USA Inc. will promptly provide a Return Material Authorization (RMA) form and a Warranty Request form either directly to the customer or via an authorized agent. Alternately the forms can be downloaded from www.lsis.com/usa/customer/download/ keyword "RMA". The completed forms will need to be submitted to Customer_care.us@lsis.com. A replacement unit will be shipped free of charge to the location specified on the completed RMA using an expedited method. The failed VFD is to be sent back to LSIS USA for analysis. A shipping account will be provided by LSIS USA for the returned unit. The VFD will be analyzed within 7 – 10 days of receiving the unit. A report will be generated stating the cause of the failure and it is warrantable or not. If it is deemed not under warranty, the customer will be charged for the replacement sent out.

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For low voltage (LV) variable frequency drives rated greater than 30HP (22kW):

LSIS USA Inc. will promptly provide a Return Material Authorization (RMA) form and a Warranty Request form either directly to the customer or via an authorized agent. Alternately the forms can be downloaded from www.lsis.com/usa/customer/download/ keyword "RMA". The completed forms will need to be submitted to Customer_care.us@lsis.com. LSIS USA Inc. reserves the right to repair the product on-site, if it can be done so in a timely manner. If an on-site repair is not possible, the unit will be sent to an authorized LSIS USA repair center for analysis and repair. A shipping account will be provided by LSIS USA for the returned unit. The VFD will be analyzed within 7 – 10 days of receiving the unit. A report will be generated stating the cause of the failure and if it is warrantable or not. If it is deemed not under warranty, the customer will have the option to pay for the repair costs and receive the VFD back. If the unit is under warranty, the VFD will be repaired at LSIS USA's cost and sent back to the address on the RMA form or a credit may be generated for the purchase price of the unit.

For electric power solutions:

LSIS USA Inc. reserves the right to repair the product on-site, if it can be done so in a timely manner. If a timely repair is not possible or the product cannot be repaired on-site, LSIS USA Inc. will provide a Return Material Authorization (RMA) form either directly to the customer or via an authorized agent. Alternately the forms can be downloaded from www.lsis.com/usa/customer/download/ keyword "RMA". The completed forms will need to be submitted to Customer_care.us@lsis.com, and a replacement unit will be shipped free of charge to the location specified on the completed RMA using an expedited method.

LSIS USA Inc. reserves the right to provide a refurbished product as a replacement, and if a refurbished product is unavailable, then a new one shall be provided.

In all cases, the balance of the original product's warranty shall be applied to the replacement product.

The customer shall return the defective product to the address indicated from the LSIS employee or authorized agent handling the case, with consideration for adequate packaging. The defective product shall be insured and freight prepaid by LSIS USA. If the defective product is not received by LSIS USA Inc. within 30 calendar days of the replacement product's ship date, then the customer will be billed for the replacement product.

If LSIS USA Inc. determines the product's warranty has been voided and/or the defect was not due to defective materials or faulty workmanship, then a quotation containing a repair option(s) will be issued to the customer. If the customer elects not to have the product repaired, then the product shall be returned to the customer, if so requested, at their expense. The customer will be charged for the replacement product.

If the returned product is found to be fully operational and no problem can be found, the LSIS Service Center will issue a report.

Thank you for your choosing and using LSIS USA.

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Appendix A: Specification of Products

1. Electric Power Solutions
 - a. Metasol contactors, relays, and their accessories
 - b. Meta-MEC MMS (Manual Motor Starter) and accessories
 - c. UL MCB (Mini Circuit Breakers)
 - d. Susol UL MCCB (Molded-Case Circuit Breaker) and accessories
 - e. Susol UL ACB (Air Circuit Breaker) and accessories
 - f. Susol VCB (Vacuum Circuit Breaker) and accessories
2. Variable Frequency Drive (VFD)
 - IS7
 - H100
 - S100
 - C100
 - All VFD accessories