

- ii. The Danfoss case number does not guaranty warranty claim payment. It ensures the drive has gone through the proper troubleshooting process and documentation.
 - iii. If Danfoss determines the product failed for non-warranty causes, the Trane Warranty Claim will be denied even though a Danfoss case number was assigned.
- e. Submit a claim using the Trane Warranty Management handling system.
- i. For field installed drive or panel, use the drive or panel serial number when creating a claim

4. Trane CSO Service Technician/Mechanical Contractor Action

- a. Complete repair or replacement.
- b. Call Trane/Danfoss for additional technical support as needed.
 - i. Alternative: Issue a PO to the local Danfoss authorized DrivePro service partner for onsite repair.

5. Trane Parts Center Action

- a. Return defective material within 30 days of replacement to the address provided on the Warranty Return Packing List.
- b. Include the following:
 - i. Completed Trane drive VFD Series warranty claim form
 - 1. Available on the web at: www.Tranedrives.com
 - ii. Warranty Return Packing List generated by local Trane Supply.

6. Danfoss Action

- a. Receive and analyze returned material.
- b. Determine warranty eligibility
 - i. Items marked case number” and a “Trane claim number” **does not** guaranty or imply that the claim will be paid. Drive/panels and components need to be evaluated by Danfoss before final warranty eligibility can be determined.
 - ii. Items found to have been damaged by overload, misuse, negligence, accident, or repaired or altered without Danfoss approval will be deemed non-warranty.

7. Danfoss Action

- a. Approved warranty reimbursement payment to Trane
 - i. Danfoss supplied material cost plus \$360 for each drive repair/replacement and \$120 for repairs/replacement of additional drives serviced on the same visit.

8. Danfoss Action

- a. Retain denied warranty claim material for 30 days from the date the claims are submitted to Trane or 90 days maximum from the date of material receipt.

9. Trane CSO

- a. Request denied material returns through Trane corporate.
 - i. Note: Shipping and handling charges will apply.

Special Circumstances: As always please escalate all special circumstances through your Trane/Danfoss field representative.