



Trane Factory Installed and CSO Installed Warranty Process

Warranty support process for Trane Series VFD's

This process applies to all Trane brand drives purchased from Danfoss

1. Trane CSO Service Technician/Mechanical Contractor Action

- a. Troubleshoot HVAC system. Record Danfoss part number and serial number.
- b. Contact Trane for technical support, <https://support.trane.com/>
- c. If directed by Trane Tech Support, call Danfoss 877-872-6363

2. Danfoss Technical Support Action

- a. Provide level two technical support, assist with recommended parts or replacement drive.
 - i. Field technician to provide the Danfoss part number and serial number.
- b. Danfoss must approve any replacement items needed for repair and provide a case number.

3. Trane CSO Service Technician/Mechanical Contractor and Trane Parts Center Action

- a. Parts Center counter personnel confirm that needed panel/drive/parts are set up and orderable in Oracle CS.
 - i. If calling Global Parts Parts Identification Team you will need the part number and serial number
 - ii. If not set up reach out to atechnicalservice@trane.com (Global Parts Pre-Sales Support Team) you will need the drive part number and serial number for assistance.
- b. As a general rule the following mnemonics are required to be returned. The mnemonics are:
 - i. DRV, CNT
- c. Order replacement drive/panel/parts from Trane Parts Center.
- d. Include Danfoss case number

- 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.