

Trane Drives Warranty Guidance

Trane Owned Commercial Sales Office Accounts

1. Before Submitting a Warranty Claim:

- Troubleshoot the HVAC system
- Contact Technical Support to identify and confirm failed items

Record the VFD's Danfoss 8-digit part number and serial number so it can be provided to Technical Support. This information is printed on the VFD's nameplate label.

If the VFD was Trane factory-installed (includes all TR-150 drives and TR-150 drive panel assemblies), contact Trane Technical Support: <https://support.trane.com> 1-877-788-7263

If the TR-200 VFD was Trane CSO-installed (or non-Trane factory installed e.g., Caanaris), contact Danfoss Technical Support: <mailto:Drives.TS.NA@Danfoss.com> 1-877-872-6363

Technical Support will identify any required replacement items.

Please Note: Each Trane VFD returned to Danfoss, is evaluated for warrantability. If a return would be deemed non-warrantable, a warranty credit would not be paid. Accordingly, it is advised to consult Technical Support on all potential warranty claims.

2. Submitting a Warranty Claim:

- Contact the local Trane Supply parts center to file a warranty claim. Trane Supply will facilitate entry of the warranty claim into Trane's warranty system.
- Replacement items should be ordered through Trane Supply.
- Failed items should be returned to Trane Supply.
- Each Trane VFD returned to Danfoss, is evaluated for warrantability. If warrantable, the claim will be processed by Danfoss and a credit will be issued to Trane Technologies.

If a return would be deemed non-warrantable, a warranty credit would not be paid. For return scenarios in which there is 'no fault found' or if it is concluded that items have been damaged by overload, misuse, negligence, accident, or altered without Danfoss approval, such returns will be deemed non-warrantable.

For any denied warranty claims, return of the denied items can be requested through the Trane Supply parts center. Shipping and handling charges will apply.

- The Trane Drives standard warranty period is 42 months from the date of invoice/shipment from the factory.
- The standard Trane Drives warranty includes material cost plus \$360 for the first VFD repaired or replaced at a customer site and \$120 for each additional VFD repaired or replaced during the same visit.
- For limitation and exclusion details, consult the 'Warranty and Liability for TR Series Variable Frequency Drives Terms and Conditions'

Trane Drives Warranty Guidance

Trane Affiliated Independent Sales Offices and Factory Accounts

1. Before Contacting Drives Aftersales Service:

☐ Troubleshoot the HVAC system

☐ Contact Technical Support to identify and confirm failed items

Record the VFD's Danfoss 8-digit part number and serial number so it can be provided to Technical Support. This information is printed on the VFD's nameplate label.

If the VFD was Trane factory-installed (includes all TR-150 drives and TR-150 drive panel assemblies), contact Trane Technical Support: <https://support.trane.com> 1-877-788-7263

If the VFD was field-installed, contact Danfoss Technical Support:
<mailto:Drives.TS.NA@Danfoss.com> 1-877-872-6363

Technical Support will identify any required replacement items.

Please Note: Each Trane VFD returned to Danfoss, is evaluated for warrantability. If a return would be deemed non-warrantable, a warranty credit would not be paid. Accordingly, it is advised to consult Technical Support on all potential warranty claims.

2. Contact Drives Aftersales Service:

☐ For any failed items to be returned, Drives Aftersales Service should be contacted for a Return Material Authorization (RMA): Drives.TS.Service.NA@Danfoss.com 877-872-6363 #2

☐ The RMA should be clearly marked on the return packaging. Please do not return VFDs without an RMA.

☐ If an immediate replacement item is needed, a purchase order will need to be provided to Danfoss

☐ Upon return of each item to Drives Aftersales Service, a failure analysis will be performed.

☐ For return scenarios in which there is 'no fault found' or if it is concluded that items have been damaged by overload, misuse, negligence, accident, or altered without Danfoss approval, such returns will be deemed non-warrantable. Return of denied items may be requested. Shipping and handling charges will apply.

☐ When an item failure is confirmed, a credit will be generated.

☐ The Trane Drives standard warranty period is 42 months from the date of invoice/shipment from the factory.

☐ The standard Trane Drives warranty includes material cost plus \$360 for the first VFD repaired or replaced at a customer site and \$120 for each additional VFD repaired or replaced during the same visit.

☐ For limitation and exclusion details, consult the 'Warranty and Liability for TR Series Variable Frequency Drives Terms and Conditions'

Warranty and Liability for TR Series Variable Frequency Drives Terms and Conditions

Warranty and Liability. Seller's warranty obligation for the Trane TR Series variable frequency drive (the "VFD") is limited to the following: Seller warrants for a period of 36 months from initial start-up or 42 months from date of shipment, whichever is less, that the VFD manufactured by Seller covered by Buyer's order (1) is free from defects in material and manufacture and (2) has the capacities and ratings set forth in Seller's catalogs and bulletins ("Warranty"). Exclusions from this Warranty include damage or failure arising from: abuse, misuse, wear and tear; corrosion, erosion, deterioration; Buyer's failure to follow the Seller-provided maintenance plan; modifications made by others to Seller's equipment. Seller shall not be obligated to pay for the cost of lost refrigerant. Seller's obligations and liabilities under this Warranty are limited to furnishing replacement equipment or parts, at its option, f.o.b. factory or warehouse at Seller-designated shipping point, freight-allowed to Seller's warranty agent's stock location, for all non-conforming Seller-manufactured VFDs which have been returned by Buyer to Seller. Replacement equipment or parts may be new or reconditioned. The Warranty includes a labor allowance to cover the cost of Trane labor or the labor of a Trane authorized service provider to repair or replace the VFD. This labor allowance shall not exceed three hundred sixty dollars (\$360.00) for the first VFD repaired or replaced at a customer site and one hundred and twenty dollars (\$120.00) for each additional VFD being repaired or replaced on the same service visit. Returns must have prior written approval by Seller and are subject to restocking charge where applicable. **SELLER MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, REGARDING PREVENTION OF MOLD, FUNGUS, BACTERIA, MICROBIAL GROWTH, OR ANY OTHER CONTAMINATES.**

No liability whatever shall attach to Seller until products have been paid for and Seller's liability under this Warranty shall be limited to the purchase price of the equipment shown to be defective. This Warranty is voidable in the event of non-payment. Further warranty protection is available on an extra-cost basis. Any further warranty must be in writing and agreed to by an authorized signatory of the Seller.

Warranty Disclaimer. This Warranty is given in lieu of all other warranties, express or implied, including **IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE** and/or others arising from course of dealing or trade.

Trane Drives Replacement Parts Guidance

- Trane VFD replacement parts should be purchased from your local Trane Supply.
- For assistance in identifying Trane VFD replacement parts needed, please send an email note to Trane Supply Pre-Sales Support atechnicalservice@trane.com

Trane Supply Pre-Sales Support
(877) 788-7263 Option 1-3-1
ATECHNICALSERVICE@TRANE.COM

Trane has established this resource to assist Trane customers with support for all Trane equipment. If they are not able to directly respond to your request, a support ticket will be created so your request can be tracked. The support ticket will be sent to Danfoss for resolution.

When contacting atechnicalservice@trane.com please provide the following information:

- 1) VFD's Danfoss 8-digit part number and serial number from the VFD's nameplate label
 - 2) Description of the replacement parts needed
- Once the replacement items have been identified, the items should then be purchased from your local Trane Supply.

Trane VFD Serial Numbers and 8-Digit Part Numbers

The VFD's serial number (denoted as 'S/N' and 'Serial No.') is printed on the VFD's nameplate label.

The VFD's 8-digit Danfoss part number (denoted as 'P/N' and 'Material No.') is located adjacent to the serial number.



Trane Basic Drive Nameplate Label Example



Trane Drive Panel Nameplate Label Example