

# Warranty Policy

## 2025 / V2.0



### 1. Warranty Period

- 1.1 All Invertek products have warranty cover of two years from date of manufacture. In most cases this is identified on the rating label of the product or on the carton label. If in doubt, please contact Invertek with the drive serial number.

### 2. Limitation

Product is not covered by warranty in the following circumstances:

- 2.1 Product has been altered electrically in any way or has been subjected to misuse, accidental damage or unauthorised repair by non-Service trained personnel
- 2.2 Product has been improperly wired, installed, connected, or applied not in accordance with the Company's Manual
- 2.3 The general maintenance relating to such product has not been observed or performed to an acceptable industry standard
- 2.4 The product has been improperly stored and damaged whilst being stored by the Distributor
- 2.5 The product has been returned to Invertek Drives poorly packaged and has been damaged in transit.

### 3. Implementation

- 3.1 Periodically the Distributor will notify Invertek Drives that there are products awaiting Warranty Service. All requests for Service, under Warranty, **MUST** be made via completion of the Service Request Form. This SRF should be emailed to Invertek Service Centre ([GR.IDL.SERV@shi-g.com](mailto:GR.IDL.SERV@shi-g.com)). The form can also be completed via the iSource section of our web site [www.invertekdrives.com](http://www.invertekdrives.com).
- 3.2 Completed SRF will be analysed and where Invertek determines the drive/drives to be covered under the warranty policy a credit will be issued for the complete drive based on the original invoiced cost. The credit note will remain open on our accounts package until the end of the month when it will be closed and invoiced. Credit Notes will only be issued for frame size 1 & 2 units.

- 3.3 Based on Invertek criteria, a repair to the drive may be identified as the most appropriate solution (frame size 3 and above). In such cases, Invertek Drives will organise and pay for a courier collection of the warranty products.
- 3.4 The following information will be required before a courier collection can be organised:
  - 3.4.1 List of Products by product code
  - 3.4.2 Quantities
  - 3.4.3 Pickup address (and return address if different)
  - 3.4.4 Dimensions (Length x Width x Height) of parcel/pallet
  - 3.4.5 Copy of the Commercial Invoice to be sent with the goods (applies to countries outside the EU only)
- 3.5 Each product that is returned to Invertek will be analysed to determine the cause of failure. In cases where the product has failed due to faulty component or build error (or undetermined cause), the product will be repaired free of charge, provided it is within its warranty period.
- 3.6 Product returned must be in a clean state and free of contaminants.
- 3.7 Frame size 3 to 8 drives must be returned complete. Invertek will not normally require returns of Optidrive E3, ODP/ODV, ODP-2 & ODV-3 size 1 and 2 product unless otherwise requested.
- 3.8 Product returned that is determined to be out of warranty (or subject to the Limitations in section 2 above) will be quoted for repair. Alternatively, a replacement solution (chargeable) may be offered.
- 3.9 Product returned under warranty will be repaired (build or component fault only) cleaned, software upgraded and passed through our "end of line test procedure", but it is not completely serviced or replaced. If a full service is required, this can be carried out at an extra charge.
- 3.10 All repairs and replacements will be issued to the Distributor and consolidated along with a suitable pending order. Where no current orders exist, shipment will be by arrangement between Invertek and the Distributor.

- 3.11 Any drive repaired at Invertek UK Service Centre will have a 3-month Warranty based on the repair date of the drive.
- 3.12 On request, a Service Report can be provided indicating the possible causes of the failure along with any preventative recommendations.
- 3.13 Under no circumstances will the Company be liable for labour costs or expenses involved in dismantling and reassembling any installed product or part thereof which is defective in design or manufacture which will be the sole responsibility of the Distributor.

#### 4. Discontinued Product

- 4.1 Product which is no longer manufactured by Invertek Drives Ltd, but still under warranty, can be returned for repair.
- 4.2 In the event that the product is not repairable, the customer will be contacted and offered a product similar to the original products specifications.

#### 5. Service Exchange Stock

- 5.1 In many cases, when product fails, the end-user will require a replacement drive for the period of time that the original drive is being repaired. The best way to facilitate this is for the Distributor to hold a small service exchange stock for this purpose. It is uneconomical for Invertek Drives to replace all warranty drives with new product and not possible or legal to service products and then sell as new. Repaired drives, should be seen as ideal replacements for end-users pending repair of their failed drive.
- 5.2 Where an urgent replacement is required by the Distributor and either the scheduled replacement ship date or a collection & repair cannot be awaited, Invertek will ship a replacement via standard carriage (if express shipment is required, a contribution for excess carriage charges will be made).
- 5.3 Typically, 5.2 will apply to large drives (Size 4 and above). Replacements required ahead of planned ship or repair dates will be invoiced and subsequently credited pending return/investigation of the failed drive.

## 6. Local Repair/Spare Parts

- 6.1 Authorised Service Centres (trained by Invertex) are able to carry out local warranty repairs. A Spare Parts price list is available, and it is recommended that an inventory of spare parts is held for immediate use (Urgent repairs etc).
- 6.2 Upon repair, the Authorised Service Centre should notify Invertex of the warranty failure and subsequent repair including parts used. Invertex will replace FOC any parts used in local warranty repairs. Replacement parts and will be issued with the next suitable shipment.
- 6.3 Non-Authorised Service centres should only attempt warranty repairs with the approval of Invertex. Out of warranty repairs can be undertaken at any time by all Distributors. In both cases, parts details and prices can be obtained on request and issued immediately subject to availability.

## 7. Policy Availability

- 7.1 A copy of this Policy is available at the Service Area of the Invertex Drives website iSource area ([www.invertexdrives.com](http://www.invertexdrives.com)). Also, a copy of the Service Request form is available which should be used as a pre-requisite for ALL warranty requests.



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Version 2, October 2025