

Schneider Electric – Standard Warranty Document

1. Warranty Coverage

Schneider Electric (“the Company”) warrants that its products are free from defects in materials and workmanship under normal use and service conditions. This warranty applies exclusively to products purchased directly from Schneider Electric or its authorized distributors and is valid only for the original purchaser.

2. Warranty Period

The warranty is valid for the earlier of:

- 18 months from the date of Schneider Electric invoice, or
- 24 months from the Date of Manufacture (DOM)

3. Scope of Warranty

During the warranty period, Schneider Electric, at its sole discretion, will either:

- Repair the defective product using new or refurbished parts, or
- Replace the product with a new or refurbished unit of equal or greater functionality

All replaced parts and products shall become the property of Schneider Electric.

4. Warranty Exclusions

- This warranty does not cover:
- Damage resulting from misuse, abuse, negligence, or accidents
- Unauthorized modifications or repairs
- Improper installation or failure to follow product instructions, defects caused by improper storage of the product, inefficient maintenance
- Consumable parts (e.g., batteries), unless failure is due to defects in materials or workmanship
- Cosmetic damage, including but not limited to scratches, dents, or broken plastic components

5. Warranty Claim Procedure

To initiate a warranty claim, the customer must:

- Provide a copy of the original Schneider Electric invoice
- Provide the product serial number and Date of Manufacture
- Contact Schneider Electric Customer Support via phone, email, or chat

A Schneider Electric Field Service Representative (FSR) will inspect the product on-site and take necessary action. If required, the product may need to be shipped to an authorized Schneider Electric service center. Schneider Electric reserves the right to inspect the product before approving any warranty claim.

6. Limitation of Liability

Schneider Electric's liability is strictly limited to the repair or replacement of the defective Schneider Electric product. Schneider Electric shall not be liable in any manner for the issue of or failure in the performance of any other equipment the Schneider Electric product is attached to. The Company shall not be liable for:- Any indirect, incidental, or consequential damages, damages of any kind

- Loss of data or profits
- Downtime or loss of use


7. Governing Law

This warranty shall be governed by and construed in accordance with the laws of the jurisdiction in which the product was purchased.

8. Customer Support

For warranty claims, product inquiries, or technical support, please contact:

Schneider Electric Customer Support

 Toll-Free: 1800 103 0011 / 1800 419 4272

 Email: customercare.in@se.com

 Website: www.se.com

Support is available Monday to Saturday, 9:00 AM to 6:00 PM IST.

Product-Specific Warranty Terms

Metering (DE)

Standard: 12 months from commissioning or 18 months from supply, whichever is earlier

Exceptions: ION 7400, ION 9000, PM5000, PM8000 – 60 months (5 years) standard warranty

BBT (Busbar Trunking Systems)

12 months from commissioning or 18 months from Schneider Electric invoice, whichever is earlier

Wiring Devices (WD)

Miluz, Lara, and ZeTa: 10 years from Schneider Electric invoice

Power Systems

As per customer-specific agreement, if applicable

IDOL2

12 months from commissioning or 18 months from supply, whichever is earlier

Secure Power

HBN products comes with 2-year standard warranty

Three Phase and Cooling products with 1 year warranty.