



## Delta's VFD Warranty and MEP's Emergency Spare Policy

Delta offers their variable frequency drives with a limited warranty of **18 months** from date of invoice or **12 months** from date of installation, whichever comes first. In order to meet our customers requirements, MEP is putting forth an "Emergency Backup Program". The goal of this program is to offer the user minimum down time while MEP provides warranty service on the failed drive.

The following procedures will be required to make use of this service:

1. **The customer must have an existing open account with MEP.**
  - If you do not have an open account with MEP, you may be referred to your nearest Delta distributor who will handle all warranty procedures on your behalf.
2. **Warranty evaluation form.**
  - A "Warranty evaluation form" will be provided to the user. This form must be filled out and returned to MEP, by fax, and a copy must be returned with the failed drive.
3. **Warranty application.**
  - MEP will be the sole party to evaluate and determine all warranty claims.
  - MEP's and Delta's warranty obligation is limited at their option, only to repair or replace any Delta drive deemed not to be free of material defect and workmanship during normal use and service.
  - This warranty does not extend to goods subjected to misuse, neglect, accident or improper installation or maintenance.
4. **Emergency backup program from stock.**
  - MEP will strive to deliver from our Montreal or Toronto warehouses, F.O.B. MEP's warehouse, to the customer's plant a comparable replacement unit within 24 to 48 hours.
  - Although an identical unit may not be readily available, efforts will be made to send an emergency backup unit that will function in the application during the repair or replacement period of the failed unit.
  - The backup unit may be new or refurbished at MEP's option.
  - The "Emergency breakdown" unit will be invoiced by MEP when shipped to the customer and full credit will be provided after the unit has been inspected by MEP upon its return.
  - The customer will have the option of returning the unit within **10 days**, as per conditions detailed in **paragraph 6**, after receipt of the original failed unit has been returned to the customer, or keeping the "Emergency breakdown unit" and at which point the invoice for the "Emergency breakdown unit" will be payable 30 days after receipt by the customer of the original failed unit.
5. **Failed unit.**
  - After inspection of the failed unit, MEP will provide a detailed report to the customer. Under warranty failure the unit will be repaired or replaced free of charge per conditions detailed in **paragraphs 3 & 6**.
  - In the event that the unit is found to have failed not under the warranty conditions listed in **paragraph 3**, MEP will provide the user with the detailed inspection report, and a quotation for the repair or replacement of the unit.
  - In the event that the unit is found not to be defective, MEP will issue an invoice for inspection and services provided with the inspection report.
  - Delta's warranty covers parts and labour performed at MEP's service facilities only. Field service is not covered under warranty, and will be charged separately at MEP's published service rates.
6. **Transport**
  - All shipments to MEP must be "Prepaid".
  - The "Emergency breakdown units" will be shipped by MEP, "collect" to any destination.
  - MEP will return the original repaired or replacement unit under warranty, "Prepaid", only to destinations in Canada and continental USA.

**MEP Inc / MEP Drives Ltd / Delta Electronics Inc.**

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