

Warranty Process Models: ES3R, SD002, SD003, SD202, SD203, SD205

1. Verify the drive is still within its warranty period. (2) years from Purchase Date
2. Complete the ES3R - SD205 Inspection Form. The goal of this form is to identify and resolve common non-warranty issues. (Download available at www.phasetechnologies.com/support)
3. Complete the RMA Request Form (Download available at www.phasetechnologies.com/support)
NOTE: Be sure to select your desired disposition.
4. If the drive is returned for a non-warranty reason, you will be charged the full cost of repair parts and labor (**reasons for warranty denial may be found at the end of this document**).
5. Email the completed Inspection Form and RMA Request Form to RMA@phasetechnologies.com. Once your request is approved, an RMA (Return Materials Authorization) will be provided to you.
6. Package the defective drive along with a copy of the approved RMA and the completed "ES3R-SD205 Inspection Form".
Write the RMA number clearly on the outside of the box or on the shipping label.
NOTE: Do NOT include a pressure transducer with the return shipment; defective pressure transducers should be handled separately.
7. Within 15 business days of receiving the defective drive at Phase Technologies, any credit due will be issued back to the original purchase order, less any applicable fees. (See #8-9)
8. In the event a drive is sent back to Phase Technologies without an RMA/Inspection Form, a \$50 inspection fee will be assessed.
9. Products found warrantable will be eligible for product replacement.
10. Products found non-warrantable will be returned as is, repaired with accompanying purchase order, or discarded at your discretion.

To aid in your inspection of equipment, these are the reasons most warranties are denied.

(Please evaluate equipment thoroughly before returning to Phase Technologies.)

- **Product has been abused or damaged for reasons unrelated to materials or workmanship of the drive** (i.e. water damage, lightning strike / power surge, physical abuse, etc.)
- **The product was not found to be defective upon receipt and evaluation by Phase Technologies.**
Possible reasons for operational issues not related to the drive include:
 - a) Faults caused by improper programmable settings
 - b) Failure due to application / installation conditions (i.e. insufficient incoming power, improper wire sizing, etc.)
- **Defective Pressure Transducers**
Defective pressure transducers may be evaluated for warranty coverage without uninstalling and returning the VFD
Troubleshoot transducer on your own: [Transducer Troubleshooting Guide](#)

If you need additional help, contact Phase Technologies' Service Department for help. 866-250-7934