

SIEMENS



Standard Extended Warranty Information

Siemens Standard Extended Warranty for Residential Products

www.usa.siemens.com/lowvoltage

Siemens offers standard extended warranties on a selection of products that allows you to protect your investment for years to come.

Standard Warranty

Siemens Industry, Inc. warrants that on the date of shipment the goods are of the kind and quality described herein and are free of non-conformities in workmanship and material. This warranty does not apply to goods delivered by Siemens but manufactured by others. Buyer's exclusive remedy for a non-conformity in any item of the goods shall be the repair or the replacement (at Siemens' option) of the item and any affected part of the goods. Siemens' obligation to repair or replace shall be in effect for a period of one (1) year from initial operation of the goods but not more than eighteen (18) months from Siemens' shipment of the goods, provided Buyer has sent written notice within that period of time to Siemens that the goods do not conform to the above warranty. Repaired and replacement parts shall be warranted for the remainder of the original period of notification set forth above, but in no event less than 12 months from repair or replacement.

Siemens Services

Siemens warranties cover non-conformities in workmanship and material. Any additional related costs, including but not limited to labor, freight, and mileage are not covered under the Terms and Conditions of Sale. Furthermore, field modifications and improper applications of products void the terms of the warranty. Siemens combines world-class expertise with local knowledge in order to provide our valued partners with the most cutting-edge products in the market.

Standard Extended Product Warranties

Product	Warranty
Breakers	
QP/QPH/ HQP	Lifetime
MP-T/MP-HT/MP-MT	Lifetime
QT	Lifetime
MH-T	Lifetime
AFCI/GFCI	Standard Warranty
Load Centers	
EQ 100A – 225A Load Centers	10 years
PL Series Load Centers	Lifetime
ES Load Centers	10 years
Murray Load Centers	10 years
Surge Protection	
Circuit Breaker/ TVSS	2 years
Residential Surge Products	5 years
Industrial/Commercial Surge Products	10 years
Transformers	
Low-Voltage Transformers	3 years

Siemens Resources

When inquiring about a potential warranty claim, please first contact your Point of Purchase. They can then submit a request through Industry Mall.

www.usa.siemens.com/IndustryMall

If your point of purchase is not known, please contact Siemens through one of the following:

Technical Support: (800)333-7421

Online Requests: www.usa.siemens.com/en/contact_us.php

At Siemens, we strive to provide unsurpassed service to our valued partners.

In order to assist you to the best of our ability with your warranty issue, please have readily available:

- Purchase Order Number
- Date Code
- Part Number
- Installation Date
- Where the product was purchased
- Any image attachments

Frequently Asked Questions:

Q. What is actually covered under the load center warranties?

A. If a load center has been deemed nonconforming, has not been modified in the field, has been used under proper application, and contains only Siemens breakers then the load center is covered. Breakers are covered under their own warranty[Ⓞ].

Q. Does the warranty cover labor?

A. Labor is not covered by the warranty.

Q. What's the exchange process? Who pays freight?

A. The product in question has to be sent in for testing in order to be determined that it is nonconforming. The customer pays freight.

Ⓞ AFCI/GFCI breakers follow Siemens standard warranty

The date code required in the event of a warranty issue is located in various places, dependent on the product. Below demonstrates where this number can be located.



PL Series

In each of the ES, PL, and EQ Series Load Centers, the date code can be found on the back wall of the can.



QP/QT Branch Breakers

For branch breakers, the date code can be located on the side of the breaker.



AFCI Breaker

Both AFCI and GFCI breakers, as well as transformers contain a Serial Number, which includes the date code. This number can be found on the front of the breaker, and on the label of the transformer.



Circuit Breaker and Surge Protective Device

For Surge Protection devices of either Residential or Industrial application, the date code can be found on the UL label.

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Subject to changes and errors. The information given in this document only contains general descriptions and/or performance features which may not always specifically reflect those described, or which may undergo modification in the course of further development of the products. The requested performance features are binding only when they are expressly agreed upon in the concluded contract.

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