Eaton Drives Warranty & Commercial Exchange Policy - Supplement to Selling Policy 25-000

Eaton warrants to Buyer, subject to the limitations and conditions stated herein, that all new products shall be free from defects in material and workmanship and shall deliver their rated output as indicated on the nameplates.

Drive Product Warranty

<table>
<thead>
<tr>
<th>Drive Family</th>
<th>1 Year</th>
<th>2 Year</th>
<th>3 Year</th>
<th>4 Year</th>
<th>5 Year</th>
<th>6 Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Micro Drives (DE1, DCl, DA1, MMX)</td>
<td>Standard</td>
<td>Standard</td>
<td>Not Available</td>
<td>Not Available</td>
<td>Not Available</td>
<td>Not Available</td>
</tr>
<tr>
<td>HVAC Drives (DH1 / HMX)</td>
<td>Standard</td>
<td>Standard</td>
<td>Certified 3</td>
<td>Extended 4</td>
<td>Extended 5</td>
<td>Consult Factory</td>
</tr>
<tr>
<td>Industrial Drives (DG1, SVX, SPX, LCX, RGX, EFG, EGS, CFX, CPX)</td>
<td>Standard</td>
<td>Standard</td>
<td>Certified 3</td>
<td>Extended 4</td>
<td>Extended 5</td>
<td>Consult Factory</td>
</tr>
</tbody>
</table>

Standard Warranty

- 24 months from date of shipment from Eaton warehouse (open drives) or enclosed drive plant
- Covers parts or replacement drive after factory approval
- Labor and travel costs are not included
- Replacement parts or replacement drive carry 90 days or the remainder of the original warranty period
- Due to the special nature of the SVX, SPX Frame 10 and larger, this warranty shall not be applicable to these products unless start-up is performed by an Eaton Authorized Commissioning Agent. (See Certified 3, Extended 4 and Extended 5 warranties)
- This warranty policy does not cover failure or damage due to the following:
  - Storage, installation, operation, maintenance, or repaired or altered outside of the Eaton factory or by anyone other than an Eaton Certified Technician not in conformance with Eaton’s recommendations (Reference Troubleshooting and Maintenance Document from Aftermarket Web Site- www.Eaton.com/Drives) and industry standard practice
  - Due to accident, misuse, abuse or negligence.
  - If damage occurred by the shipping company contact Eatoncargoclaims@expeditors.com or call 1-800-706-5640
- See below for Eaton Warranty Claim Process

Certified 3 – Extended 3 Year Warranty

- Reference the Drive Product Warranty & Standard Warranty above with the following additions:
  - Startup must be performed by an Eaton authorized commissioner (charges may apply)
  - To find an Eaton Authorized commissioner visit www.Eaton.com/VDAftermarket
  - This warranty is no charge including parts, labor and travel (within the contiguous US)

Extended 4 – Extended 4 Year Warranty

- This warranty includes the Certified 3 Warranty with the following addition:
  - The Certified 4 has a net cost of 5% of the net price of the drive

Extended 5 – Extended 5 Year Warranty

- This warranty includes the Certified 3 Warranty with the following addition:
  - The Certified 5 has a net cost of 15% of the net price of the drive
**Warranty Claim Process**

1. Required information prior to calling Drives TRC (Technical Resource Center):
   a. Original Eaton GO# (general order number)
   b. Catalog number
   c. Serial number (For enclosed packages, the serial & general order numbers are on enclosure door)
   d. Customer job site location
   e. Job site contact information
   f. Detailed description of the issue

2. Before warranty status can be confirmed, and parts and/or service provided, the technician is required to be in front of the drive while contacting the Drives TRC for troubleshooting assistance, in order to determine if the problem is in the VFD, and eliminate possible external causes.
   a. Call the TRC at 877.ETN.CARE (877.386.2273) Option 2, Option 6, Option 4. Please have the above information available during the call.
   b. Send pictures and documentation if needed to: TRCDrivesTechSupport@Eaton.com

3. The TRC will help determine warranty status, and if parts, replacements, and/or service is needed, and will provide you with a SR (Service Request) Number.
   a. Be sure to write down the TRC SR Number.

4. Warranty Claim Processing:
   - a. **Parts Only**: contact CORE (Center of Returns Excellence) at 800.410.2910 (or CORE@eaton.com)
     - Return replaced components per the instructions provided on the return paperwork.
     - Parts are shipped standard freight. If expedited shipping is required please request.
   - b. **Onsite Service Required**: a CQM (Customer Quality Management) form must be filled out on "JOE" (for Eaton employees), or contact EatonCare at 877.ETN.CARE (386.2273) Option 4, Option 2, for CQM assistance.
     - See attached file “CQM FORM Rev. 10_22_2013.pdf” for the information which will be required. Be sure to include the TRC SR Number in the CQM form.
     - When entering a CQM in Joe (for Eaton employees) assign the CQM to "Watertown Warranty" (TRCDrivesTechSupport@eaton.com). For non-Eaton employees, this will be taken care of by EatonCare as they assist you with the CQM process.
     - Upon receipt of the CQM, the Drives TRC / Aftermarket team will supply replacement material and authorize an EWARF to the local Eaton Services team (EESS) or ISP (Independent Service Provider) who will schedule the service work.

5. Returned parts will be evaluated by the Product Integrity Center (PIC) in Watertown, WI for warranty validation.

**Product Return Policy**

- Returns must be coordinated through the original point of purchase.
- Return freight charges are at the customer's expense.
- No products shall be returned to Eaton's plant except in accordance with Eaton's prior written instructions.
- Items returned to Eaton without prior authorization, or without proper paperwork to identify the Returned material as an authorized return, will be returned to the Buyer at Buyer expense.
- Buyer shall return defective product or make available such defective product for Eaton's inspection at Buyer's place of business.
- Buyer is to return the defective item to Eaton within 30 days after the claim is authorized. If the defective item is not returned to Eaton within 30 days, if an exchange was shipped at no charge Buyer will be invoiced for the price of the replacement item at current purchase price levels.
If it is determined that the returned item failed for reasons not covered by warranty (above in Standard Warranty), the Buyer will be invoiced for the replacement item at current purchase price levels.

To remedy a product defect, Eaton may, at its option, elect to repair, rebuild or replace the defective product using new or reconditioned parts or product. In this case, the repaired, rebuilt or replaced product shall be warranted hereunder for the unexpired portion of the original warranty period or 90 days from shipment of replacement product, whichever is longer.

If the item returned is determined to be a non-warranty failure, the Buyer will be notified of the repair or replace options available.

Returned product evaluation timeframe
- Goal of 10 days from date received
- Repair timeframe is 2-8 weeks depending on parts availability
- Non warranty returns will be shipped at distributors expense
- Tracking information can be found in VISTA by using the repair/replacement GO number
- If the claim is found to be non-warranty, the contact person has 30 days to provide additional information for review
- If there is no response to the claim after 30 days on hold the part/drive will be returned as is, at the distributors expense and additional charges may apply

Warranty Limitations
The foregoing warranty is exclusive except for warranties of title and against patent infringement. Eaton disclaims all other warranties including any implied warranties of merchantability and fitness for a particular purpose. Corrections on non-conformities in the manner and for the period of time provided above shall constitute Eaton’s sole liability and Buyer’s exclusive remedy for failure of Eaton to meet its warranty obligations, whether claims of the Buyer are based in contract, in tort (including negligence or strict ability) or otherwise.

Limitation of Liability
The remedies of the Buyer set forth herein are exclusive and are its sole remedies for any failure of Eaton to comply with its obligations hereunder. In no event shall Eaton be liable in contract, in tort, (including negligence or strict liability) or otherwise for damage to property or equipment other than products sold hereunder, loss of profit or revenue, loss of use of products, cost of capital, claims of Eaton drives.
Commercial Exchange Policy

Warranty Claim Types:
CE - Commercial Exchange
CA - Corrective Action, Eaton mistake
RE - Return
  Type E – Exchange
  Type N – Non-warranty repair
  Type W- Warranty repair
WC – Warranty Credit

A commercial exchange (CE) return is for registered, stocked products with a valid Product ID. A CE return is product in inventory that needs to be returned for credit, which may include stock rotation, customer errors and overstock. For defective products that fall within the warranty eligibility period, a warranty claim (WC) return should be used.

For Open Drives to be eligible for a commercial return, they must be returned within 18 months of the original manufacturing date code as found on the packaging label. For Enclosed Drives, they must be returned within 12 months from shipment from Eaton as found on the General Order (GO) number. Product returned outside of this period will not be given credit and will be scrapped. See Table 1 for the level of credit that will be provided if returned in good working condition and in the original packaging.

Table 1 – Condition Code / Credit Level:

<table>
<thead>
<tr>
<th>Condition Code</th>
<th>Description</th>
<th>% of Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>Standard warehoused current product (part of stock rotation)</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>*typically stocked open drive as found in Vista with status W</td>
<td></td>
</tr>
<tr>
<td>O</td>
<td>Standard warehoused current product (not part of stock rotation)</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>*typically stocked open drive as found in Vista with status W</td>
<td></td>
</tr>
<tr>
<td>R</td>
<td>Standard non-warehoused current product</td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td>*typically non-stocked open drive as found in Vista with status FP</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>Non-standard product</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>*typically enclosed drive assembly</td>
<td></td>
</tr>
<tr>
<td>G</td>
<td>Damaged or used product</td>
<td>10%</td>
</tr>
<tr>
<td>M</td>
<td>Prearranged agreement</td>
<td>Prearranged</td>
</tr>
<tr>
<td>P</td>
<td>Standard warehoused current product requiring repacking</td>
<td></td>
</tr>
<tr>
<td></td>
<td>*20% of invoiced price or $50, whichever is less</td>
<td></td>
</tr>
</tbody>
</table>

Enter the CE return:
- Use Vistaline on the Web (VOTW) to enter a return. Required fields are Quantity, Product ID and Invoice Price for each item.
- Determine the condition of the products to be returned. The condition will determine the amount of credit to be given. See Table 1 for condition codes and definitions. Use Vista to confirm if a product is a stocked item or not. A stocked item in vista will have a W status.
- Determine if the return qualifies as a stock rotation return. This return waives the 10% restocking fee on standard products. If returning one or two items, you may want to include them in your next stock rotation return to optimize credit.
Receive confirmation and authorization via email or fax:

- Prior to packaging any product, check confirmation and authorization of the return, sent via email or fax after a return is entered via VOTW.
- Be aware that multiple return locations are possible. Shipping product to an incorrect return location will result in delays. Do not deduct any amount until the returned product is shipped, received by return location and evaluated, and the authorized credit memo is received.

Prepare material for return shipment:

- Prepare product for shipment per packing guidelines shown on this page. Include one packing slip per shippable unit (1 per box or pallet), ensuring that product is returned to the correct location.
- Remove all labels, stickers or markings not found on original packaging to optimize the credit. If the returned product requires repackaging, a 20% fee will be assessed with a maximum amount of $50 per unit, whichever is smaller.
- Check returned product from customers for evidence of use or installation.
- For maximum credit, take photos of larger returns (> $10,000) and send to W34ReturnCoreCustomerService@eaton.com with the Claim ID in the subject line. Alternatively, work with your Eaton Distributor Sales Representatives prior to shipping.
- Affix authorization paperwork with the Claim ID to each shippable unit, making copies as necessary.

Receive credit memo and deduct:

- An evaluation report will be emailed or faxed, indicating credit amount for the return within two weeks of shipping a return material if the process above is followed correctly.
- Once an evaluation report is sent, a credit memo will be issued within two to four business days in the amount shown on the evaluation report. A distributor is now able to deduct the authorized amount, referencing the credit memo number.

Packing guidelines for return product:

- Each shipment must include a packing list per each shippable unit (package or pallet).
- Affix authorization paperwork with Claim ID to each shippable unit, making copies as necessary; ensure that product is returned to the correct facility.
- If a shipment is greater than one pallet or carton, it must include a consolidated packing list (master list) on the last shippable unit. Maximum pallet load height (including pallet) of 38 inches (pallet shipments and bulk packs). Target pallet load weight of 1500 pounds with maximum weight limit of 2000 pounds.
- Pallet shipments to be stretch-wrapped or banded. Heavy product to be placed in bottom of carton and pallets. Lighter product to be placed on top of the heavier products.
- All loose items must be packaged with bubble wrap. All parcel cartons must use two layers of bubble wrap on the inside bottom of the carton to protect products from breakage.
- Do not use padded envelopes as a parts shipping container. Cardboard sheets should be used between pallet layers where applicable.
- Consolidate like styles and separate mixed styles to help facilitate breakdown and reduce errors
- Ranpak paper or other appropriate packaging material to be used for void fill and block-and-brace techniques where needed on pallets. Balance the weight evenly on the pallet to avoid excessive weight on one end. Never use damaged pallets with broken/missing boards or protruding nails that could cause a safety hazard.
Drives Aftermarket Contacts

Technical Resource Center (TRC)
- Contact TRC for trouble shooting issues prior to return
- Phone 800-322-4986,
- Email TRCDrivesTechSupport@Eaton.com

Center of Return Excellence (CORE)
- Claim Creation
- Email CORE@Eaton.com

Aftermarket Support
- Customer support for Drives regarding Claim updates, status, etc.
- Email VFDAftermarketeg@eaton.com
- TRC call is warranty consideration only; the unit still needs to be returned for evaluation of final warranty determination.
- Case/Call Log number must be referenced on the claim
- Regarding warranty claims, the GO number and the item number must be referenced
- Contact person on claim will receive any quotes and additional information
- Non Warranty Test and evaluation fees can be obtained by Contacting CORE or Aftermarket