

## Eaton Low Voltage Variable Frequency Drives Warranty Service Approval & Payment Guide

This guide is to be used as a reference for contacting the Eaton Drives Aftermarket group to get authorization and a Purchase Order to perform Drives Warranty work as well as the location to send the final invoice to ensure proper and timely payment. If the Drive is part of a Motor Control Center please contact Eaton MCC Aftermarket at [Warrantyfayetteville@Eaton.com](mailto:Warrantyfayetteville@Eaton.com) Here are the steps and contact information:

NOTE: if you are not a registered Eaton supplier, go to [www.Eaton.com/vfdaftermarket](http://www.Eaton.com/vfdaftermarket) , Documentation tab and then Service and Startup. There you will find the forms and process to become a supplier. All Documentation should be sent to [VFDAftermarketEG@Eaton.com](mailto:VFDAftermarketEG@Eaton.com)

1. Prior to field service work, unless an emergency, please contact the Drives TRC (Technical Resource Center ) for troubleshooting support and case number [TRCDrivestechsupport@Eaton.com](mailto:TRCDrivestechsupport@Eaton.com)  
In the US or Canada: please contact the Technical Resource Center at 1-877-ETN-CARE or 1-877-386-2273 option 2, option 6 and choose the final option as described below:
  - A. Opt 1: Pre-Sale: Quotations, specification reviews, parts quotations
  - B. Opt 2: Communications support
  - C. Opt 3: Startup assistance
  - D. Opt 4: Troubleshooting
2. If Field Service is needed, contact [VFDAftermarketEG@Eaton.com](mailto:VFDAftermarketEG@Eaton.com) to verify if you are an active ISP (Independent Service Provider).
3. Once it is determined that a customer requires field service that is under warranty, the ISP submits a quote with brief description of the issue. The quote should include original order number (GO) and Item #, name of jobsite and brief description of problem. If parts are needed, claim request is sent to [CORE@Eaton.com](mailto:CORE@Eaton.com) and the claim number should be referenced on the quote. The quote should be sent to [VFDAftermarketEG@Eaton.com](mailto:VFDAftermarketEG@Eaton.com).
4. Once the quote is submitted, Eaton will return the quote with a Purchase Order # (PO). This is approval to do begin the work. Once the work has been completed the invoice is submitted to [VFDAftermarketEG@Eaton.com](mailto:VFDAftermarketEG@Eaton.com) referencing the original PO. If something has changed from the original quote, the PO will be updated and sent back to the ISP to begin the payment process.

NOTE: Getting a PO for a quote doesn't guarantee payment. A revised PO must be submitted within 30 days of original PO receipt.



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## Payment Process

1. ISP to send invoice to AP Customer Service making reference to PO # either by mail or email:
  - a. Mailing Address: Reference Eaton Drives PO#, General Ledger 4016 & Invoice Number:  
Account Payable INVOICE: 2016.04  
Eaton Corporation  
NAFSC- Invoice GL: XXXX  
PO Box 818022  
Cleveland, OH 44181-8022
  - b. Email address: [AP0003PO@Eaton.com](mailto:AP0003PO@Eaton.com)
  - c. To ensure timely payment please make sure invoice amount matches PO.
  - d. The 30 Day Payment begins once the ISP submits the PO to AP Services.
2. After PO is submitted to AP Customer Service, the ISP uses the Eaton Portal for Invoice status updates:
  - a. To sign on to Supplier Invoicing of North America (Eaton Portal):
    - [www.My.Eaton.com](http://www.My.Eaton.com)
    - Enter your ID and password: Your ID is the same as your email address

## For Additional Drives Support:

In the US or Canada: please contact the Technical Resource Center at 1-877-ETN-CARE or 1-877-386-2273 option 2, option 6 and choose the final option as described below:

- Pre-Sale (Option 1 or email [PresaleVFD@Eaton.com](mailto:PresaleVFD@Eaton.com)): Quotations, specification reviews, applications, parts quotations
- Post-Sale (Option 2, 3, or 4. Or email [TRCDrivesTechSupport@Eaton.com](mailto:TRCDrivesTechSupport@Eaton.com)): Start-up, commissioning, troubleshooting

All other supporting documentation is located on the Eaton web site at [www.eaton.com/Drives](http://www.eaton.com/Drives)



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