



Extended Warranty Registration Portal

Customer's guide

Preparing for Extended Warranty Registration

Schneider Electric Extended Warranty Registration Portal

What you need while registering the Extended Warranty?

- **Registration Number:** This is the registration number or invoice or any other reference that was provided by your supplier.
- **Proof of Purchase Document:** This document provides the **proof of Extended Warranty Purchase**. This could be a sales invoice, or any other document issued by your supplier. Please note that the document uploaded **should NOT have any pricing or any other sensitive information**
- **Product Reference and Serial number:** This should be the product for which an Extended Warranty was purchased.
- **Customer details:** Details of Customer is required to register the warranty extension and to contact in case of issue or registration discrepancy. Ideally this should be details of end user where this product is installed, but at minimum, please provide information of the customer who bought the Extended Warranty Service.

Schneider Electric Extended Warranty Registration Portal:

<https://industry-warranty.se.com/ww/en/industry-warranty-extension-services/registration/>

1. The Registration Portal

industry-warranty.se.com/ww/en/industry-warranty-extension-services/registration/

Schneider Links Showpad Web Yammer - Feed PreProd_Warranty E... PreProd_EKW_Admin Industrial Automati... PIM APC Product Registr... Yammer - Services CLM APC Service Selecto... Industry Service Por...

Life Is On Schneider Electric Warranty Extension

Select the Language
Select the Language
Bulgarian
Chinese
Chinese (Taiwan)
Czech
English
French
German
Greek
Russian
Spanish
Turkish

Warranty Extension Registration

Dear Customer,
Thank you for having recently purchased warranty extension for your Schneider Electric product.
You are now required to register your products online in order to activate your warranty extension entitlements.

IMPORTANT: Failing to register your products online hereafter will render your warranty extension invalid.
Schneider Electric reserves the right to verify the validity of your warranty extension entitlements any time you will claim for a service under warranty extension. Please note that only warranty extension entitlements conforming to the purchase order accepted by Schneider Electric will be applicable and will prevail in case of any discrepancy between your warranty extension registration details you are going to submit below and the said purchase order.

NOTICE: Provided data/Comments should be factual & non-offensive. Please remember that the comments may be read by the related person.

I agree and proceed with the registration of my warranty extension below.*

Fields marked with * are mandatory.

Warranty Extension Purchase Information

Registration Number* Enter the Order Confirmation Number received from your supplier.

Proof of Purchase Document* Upload a proof of purchase (e.g. sales order, sales invoice, etc. other doc.) This should be in PDF/JPEG/PNG format and maximum size is 2MB. Do not include any pricing and sensitive information.

Product Registration Information

Customer Contact Information

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Before you Begin

1. Click on the language drop down and Select the Language (if not English)
2. Carefully read the notes before agreeing to proceed further.
3. Click on the “AGREE” check box

<https://industry-warranty.se.com/ww/en/industry-warranty-extension-services/registration/>

2. Entering Warranty Purchase information

Life Is On Schneider Electric

Warranty Extension

Warranty Extension Registration

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Proof of Purchase Document* Please upload a proof of purchase (e.g. sales order/ sales invoice/ any other doc.) This should be in PDF/JPEG/PNG format and maximum size is 2MB). Do not include any pricing and sensitive information.
[Automation Extended Warranty_SRVEW3YDRV00.pdf](#)

1. **Registration Number.** This can be an order confirmation from your supplier or an acknowledgement to your purchasing Extended Warranty.

2. **Upload Document:** you must also upload a document as a proof of purchasing Extended Warranty, either from the distributor / partner of Schneider Electric OR directly from Schneider Electric.

3. Click on **Continue.**

This is enabled only when you have filled in information in Step 1 as above.

3. Product Registration Information

Product Reference Number:

when you start typing the reference number, the portal will start offering you the references based on the pre-qualified list.

If the reference you need is NOT in the list, please refer to section 6 of this guide to contact Schneider Electric Services.

You cannot proceed further if your reference is not in the list offered by this portal.

If you enter such references, the portal will give an “Invalid Product Reference Number” Error

The screenshot shows the Schneider Electric Warranty Extension Registration portal. The page title is "Warranty Extension Registration". The main heading is "Warranty Extension Registration". Below the heading, there is a "Dear Customer" message and a "Thank you for having recently purchased warranty extension for your Schneider Electric product." message. The user is informed that they are now required to register their products online to activate their warranty extension entitlements. An important note states that failing to register online will render the warranty extension invalid. A notice indicates that the provided data/comments should be factual and non-offensive. A checkbox is checked, indicating agreement to proceed with the registration. The form is divided into sections: "Warranty Extension Purchase Information" and "Product Registration Information". The "Product Registration Information" section includes fields for "Product Reference Number*", "Product Serial Number*", "Warranty Extension Duration*", and "Equipment Name and Location". The "Product Reference Number" field contains the value "atv320". A dropdown menu is open, showing a list of product references: "ATV320D11M3C (Variable speed drive Allvar Machine ATV320 11 kW 200...240 V 3 phases compact)", "ATV320D11M4B (Variable speed drive Allvar Machine ATV320 11 kW 380...500 V 3 phases book)", "ATV320D11M4C (Variable speed drive Allvar Machine ATV320 11 kW 380...500 V 3 phases compact)", and "ATV320D11S9C (Variable speed drive Allvar Machine ATV320 11 kW 525...600 V 3)". There are "Previous" and "Continue" buttons. A "Contact Us" button is also visible. The page footer includes the Schneider Electric logo and the text "Life Is On".

3. Product Registration Information

Product Serial Number:

You must provide the product Serial Number assigned to the Extended Warranty you have purchased.

The portal will return with an error if the Serial Number has already been entered in the past on this portal. If you have any difficulty as this stage, contact your local service sales executive / partner of Schneider Electric

Warranty Extension Duration:

Select 1 year or 3 years of extension based on your purchase.

Equipment Name / Location

You can enter the location where this product is installed OR equipment which has this product installed on. This can help field service representative during site visit if required (at extra cost).

If Partners / OEMs are registering the products, they can add end-user name and location in this field

Life Is On Schneider Electric Warranty Extension

Warranty Extension Registration

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I agree and proceed with the registration of my warranty extension below.*

Fields marked with * are mandatory.

Warranty Extension Purchase Information

Product Registration Information

Product Reference Number*

Product Serial Number*

Warranty Extension Duration* 1 year 3 years

Equipment Name and Location

[Add more references...](#) [Import data](#)

If you do not find your product reference in the list, please enter it manually in the textbox provided

This information will help our Field Services Representative locate the product more easily within your site

Click on **Continue**

3. Product Registration Information – Adding more References

If you have covered more than one asset in the same order for Warranty Extension, you can click on “**Add More References**” and start entering same details for every reference.

Life Is On Schneider Electric Warranty Extension

Warranty Extension Registration

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I agree and proceed with the registration of my warranty extension below.*

Fields marked with * are mandatory.

Warranty Extension Purchase Information

Product Registration Information

Product Reference Number* ⓘ If you do not find your product reference in the list, please enter it manually in the textbox provided

Product Serial Number*

Warranty Extension Duration* 1 year 3 years

Equipment Name and Location

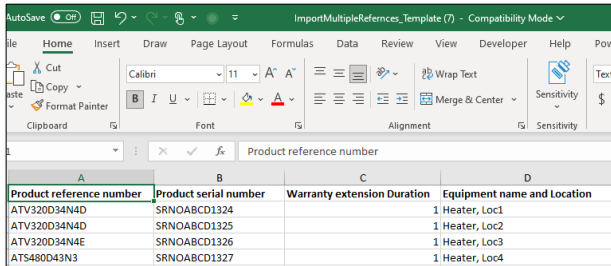
ⓘ This information will help our Field Services Representative locate the product more easily within your site

[Add more references...](#) [Import data](#)

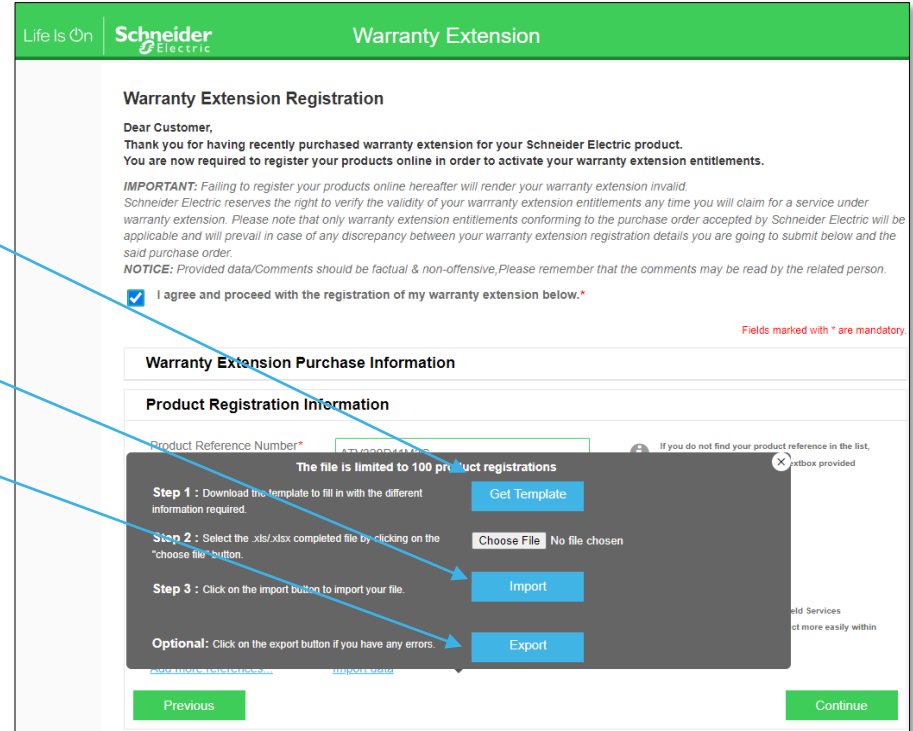
3. Product Registration Information – Bulk Upload

For a large number of references (max up to 100), we recommend use of an Excel based template that has been designed for this purpose.

1. Click on **Get Template**: This will save an Excel template in your local folder.
2. The **template** has same columns as needed in the portal.
3. You can fill the required data in the Excel template and then click on **“Import”**.
4. If there are any errors, platform will report errors.
5. You can click on **“Export”** to get list of errors for you to address and rectify.



Product reference number	Product serial number	Warranty extension Duration	Equipment name and Location
ATV320D34N4D	SRNOABCD1324		1 Heater, Loc1
ATV320D34N4D	SRNOABCD1325		1 Heater, Loc2
ATV320D34N4E	SRNOABCD1326		1 Heater, Loc3
ATS480D43N3	SRNOABCD1327		1 Heater, Loc4



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Warranty Extension Registration

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I agree and proceed with the registration of my warranty extension below.*

Fields marked with * are mandatory.

Warranty Extension Purchase Information

Product Registration Information

Product Reference Number* If you do not find your product reference in the list,

The file is limited to 100 product registrations

Step 1 : Download the template to fill in with the different information required.

Step 2 : Select the .xls/.xlsx completed file by clicking on the "choose file" button. No file chosen

Step 3 : Click on the import button to import your file.

Optional: Click on the export button if you have any errors.

4. Customer Contact Information

To get the best services, it is highly recommended that this tab is filled with information of the Customer who has this product installed on their site / system / location (for example end-user)

Alternatively, this can have information of partners including OEMs, Panel Builders who have responsibility of maintaining warranty of the product for an extended period.

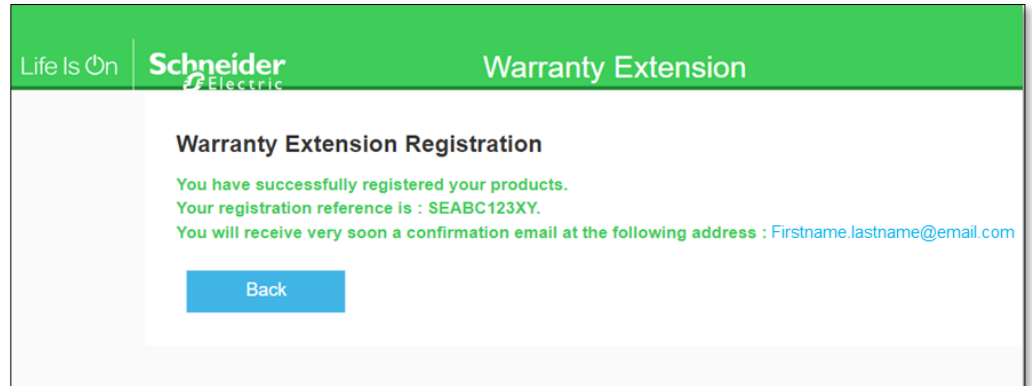
All fields except Job Title and Comments are mandatory.

The screenshot shows the 'Warranty Extension' registration page. At the top, there is a green header with the Schneider Electric logo and the text 'Warranty Extension'. Below the header, the page title is 'Warranty Extension Registration'. The main content area contains a greeting to the customer, a thank you message, and instructions on how to activate the warranty extension. There are three important notices: an 'IMPORTANT' notice about the validity of the warranty extension, a notice about the right to verify the validity of the warranty extension, and a 'NOTICE' about the accuracy of the provided data. A checkbox is checked, indicating agreement to the terms. Below the notices, there are three sections: 'Warranty Extension Purchase Information', 'Product Registration Information', and 'Customer Contact Information'. The 'Customer Contact Information' section contains several input fields: 'First Name*', 'Last Name*', 'Email*', 'Job Title', 'Company Name*', 'Site Address*', 'Postal Code*', 'Country*' (with a dropdown menu), and 'Comments'. A checkbox for 'I'm not a robot' is also present. At the bottom of the form, there are three buttons: 'Previous', 'Submit', and 'Contact Us'.

5. Receiving acknowledgement of registration

Once all details are submitted, you will get a confirmation on successful registration and will get a confirmation at the email that was entered in the Contact section.

Please retain / save this email until you receive an email with the entitlement of your warranty extension.



6. Contact US

If you need to contact Schneider Electric Services team for any questions related to the Extended Warranty you have purchased, please supply the information here.

1. **Name:** Please enter name of the person contacting Schneider Electric
2. **Email:** Enter email address here
3. **Country:** Select the country where the support is needed.
4. **Description:** Provide brief description of the requirement or clarification requested.
5. **Attachment:** you can add any files that may support your request and help us support you faster.

The screenshot shows the 'Warranty Extension' page with a 'Contact US' form. The form has a green header with 'Life Is On Schneider Electric' and 'Warranty Extension'. The form fields are: Name*, Email Address*, Country* (dropdown menu with 'Select your country'), Description*, and Attachment (upto 2 MB) with a 'Browse' button. A blue 'Submit' button is at the bottom. Blue arrows point from the numbered list on the left to the corresponding form fields.

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