

The Warranty Policy *a Schneider Electric commitment*

The purpose of the Warranty Policy is to contractually ensure our customers of the proper functioning of our products for a specific time period.

The Warranty Policy is based on five values:

- The **commitment** of all Schneider Electric entities to replace or repair defective products for customers free of charge, without delay and during a specific period of time.
- The **harmonization** of our warranty principles, all over the world and for all products.
- The **preservation** and reinforcement of Schneider Electric's image through the high-quality products and services provided.
- The **control** of warranty costs.
- The **empowerment** and **accountability** of all involved persons.

Contractual warranty, the responsibility of selling Country organizations

- The contractual warranty covers defects in a particular product.
- It is valid for 18 months, starting from the date of delivery, or for 24 months, starting from the date of manufacturing.
- Country organizations cover the costs of corrective measures and the eventual warranty extensions.

Technical risk, the responsibility of the Products Department or the Production Unit


- A technical risk is a defect found in all products from the same series that present a real or potential risk at one or more customer locations.
- The terms for product repair or replacement are defined according to the type of risk.
- The concerned Products Department or Production Unit covers the costs of corrective measures.

Quick resolution of product defects will let us restore Customer Satisfaction.



Daniel Victoir
Corporate Quality Vice-President

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