



What does “limited” mean?

A limited number of products are not covered by this warranty. Parts excluded from the program include industrial PCs, human machine interfaces (HMIs), automatic tools, printers, batteries, PCB terminal blocks, and PCB connectors. Additionally, normal wear and tear on electromechanical relay contacts and wearable parts of hand tools are not covered. Wearable parts include tips of screwdrivers, springs, cutting edges of a tool, and the die-set in a hand-crimp tool.

How does this differ from the standard Phoenix Contact warranty?

This warranty takes effect after a product’s initial standard warranty has ended. For all Phoenix Contact products, the standard warranty duration is one year after the date of manufacture.

I’m already buying Phoenix Contact parts; will I be automatically covered by this program?

No. To be covered by the Limited Lifetime Warranty, customers must register in advance at:
www.phoenixcontact.com/LLW

If I’m registered, but my standard warranty is still valid, how is my claim handled?

Products still covered by the standard warranty should be addressed through the standard RMA process.

What is the standard warranty for Phoenix Contact parts?

For all Phoenix Contact products, the standard warranty duration is one year after the date of manufacture.

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I already have a machine and/or cabinet with Phoenix Contact parts:
If I register today, will those parts be covered?

No. This warranty program is not “retroactive.” Only products purchased after a customer registers are covered.

If my product fails after the standard warranty expires and I haven’t registered for the Limited Lifetime Warranty Program, is my product covered?

No.

Who do I contact if I have a warranty claim?

Claims can be submitted at www.phoenixcontact.com/LLW, however, since the program does not apply to purchases made prior to registration, any product purchased post registration would be covered by standard warranty for the next year. The claim process on the website will be available one year post launch of the LLW program.

Can I go to my local distributor to get a new part?

No. All claims must be handled by Phoenix Contact.

If my product fails, can it be turned in for cash or credit?

No. Only replacement units are provided.

Do you have a list of recommended power and protection products?

Yes. These are outlined in the “LLW Guidelines for Protection.”

If a warrantied product fails and damages other non-Phoenix Contact products, does this program cover the non-Phoenix Contact products and/or non-Phoenix Contact costs?

No. This warranty only covers the replacement of Phoenix Contact products.

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I'm a panel builder, and I'm registered in the Limited Lifetime Warranty program; my panels go all over the world: Can I still get replacement parts?

Yes. You can get replacement parts, as long as the product in question is returned to Phoenix Contact USA for review/inspection.

If I power and protect my Phoenix Contact products properly using third-party power supplies and/or surge protection, are my products covered?

No. Power and protection must be provided by Phoenix Contact products.

I'm an end user, and my panels and cabinets come with Phoenix Contact parts installed – sometimes from out of the country; how do I know these products are covered?

To ensure coverage, the end user should register individually. They should work with their integrator, panel shop, and/or supplier to encourage those entities to also register as an LLW participant. This will enable anyone in the supply chain to issue a warranty claim if necessary.

How can this warranty be presented or marketed to engineering firms and those people who specify but don't buy Phoenix Contact products?

This program could easily be presented to “non-purchasing” stakeholders as a way to add value; essentially putting them in a position to enhance the reliability they offer their customers.

The screw on the connection terminal of my power supply broke. Does that broken screw qualify for coverage, or does the product have to experience complete failure to be covered?

Complete failure is not necessary for a claim. “Non-critical” defects are also covered.

Are accessories, such as terminal-block bridging, included?

Yes. Bridging – on terminal blocks, relays, and otherwise – is covered.