Programming Conversion Service Request Form

To help make your migration from SMVector to i510 protec/i550 protec drive as simple as possible, our technical support team is here to help. To get started with the **Programming Conversion Service**, provide our technical support team with these **required** items:

- – SMVector drive (original unit or picture of the nameplate)
- – SMVector's EPM memory module
- – Wiring diagram
- – Type code of the new i510 protec/i550 protec drive (or P.O. number)

Our technical support team will generate a wiring diagram, list of parameters, and program file that can be loaded to your new i510 protec/i550 protec drive.

The program file can be loaded using **EASY Starter** via the built-in micro-USB on i550 protec drives and the USB module on i510 protec drives. The list of parameters can be manually entered via the keypad.

The Programming Conversion Service is $200.

> **Note:** This service is not available for SMVector migration solutions in applications using industrial communications. We recommend working directly with the OEM for a drive replacement.

Your information

Name: _____ Date: _____

Email: _____ Phone number: _____
(This is the email we will send you the wiring diagram, program file, and list of parameters)

Company Name: _____

Address: _____

City: _____ State/Prov: _____ Zip: _____

P.O. #: _____

Returns

☐ Scrap devices (no additional cost)   ☐ Return devices (fill out form below)

Contact Name: _____

Email: _____ Phone number: _____

Company Name: _____

Address: _____

City: _____ State/Prov: _____ Zip: _____

Shipping carrier: _____ Shipping method: _____ Account number: _____

Authorization

Signature: _____ Date: _____

Procedure

– To ensure an efficient conversion process, send the completed Programming Conversion Service request form and a P.O. for the $200 conversion fee to **returns.us@lenze.com**. A Programming Conversion Service ticket number will be generated and sent, along with shipping instructions, to the email provided in the request form. Service could be refused and/or delayed without an approved Programming Conversion Service ticket number.

– Please complete one Programming Conversion Service request form for each SMVector migration.

– If you are sending the SMVector drive or EPM memory module, please ship "freight pre-paid" with the approved Programming Conversion Service ticket number clearly visible on the outside of the box (label provided preferred). If the Programming Conversion Service ticket number is not clearly visible on the outside of the box, this may delay processing your conversion.

– All collect shipments will be refused upon receipt, unless prior approval and arrangements have been made.

– Ensure the devices are sufficiently packaged to avoid possible damage. The customer is responsible for all devices not packaged properly and would need to initiate all claims directly through the freight carrier.

– The customer is responsible for all undelivered packages to Lenze Americas.

– Programming Conversion Service ticket numbers are valid for 90 days.

– For service questions and status updates, contact the Returns Team at (508) 278-9100 Ext. 2 or **returns.us@lenze.com**.

Disclaimer: Lenze will use information provided by the customer to determine parameters and wiring. Lenze is not responsible for results in the event the information provided is inaccurate which could lead to safety concerns or damage.