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## Change notification for Altivar Process Drives

Effective January 14, Schneider Electric is implementing a change to improve availability for 28 IDVSD Altivar Process Drives. The transition will take approximately 6 weeks to complete.

Currently, order volume for these SKUs is low and inconsistent. This can result in an out-of-stock situation at Mechanicsburg, and it can take 6-8 weeks to replenish inventory. The new Make to Order process at our Greensboro, NC, late differentiation assembly facility will improve product availability for customers. Pricing is not expected to be impacted.

Production lead time at Greensboro is 3-5 days (not including shipping). Even with transit time, this change will hasten delivery on a more consistent basis. If a drive is needed faster, expedites are possible using the normal expedite process.

We are close to depleting the remaining inventory of these Altivar Process Drives at Mechanicsburg. When placing an order in mySE, if you see "Out of Stock" that means the order will be fulfilled from our Greensboro plant. When the transition is complete, mySE pricing and availability will show zero stock but the production lead time will be 3-5 days. The order screen will show the production lead time in the order profile.

*Please note that products fulfilled by Greensboro **will not be returnable**.*

Impacted catalog numbers are:

ATV630D30N4
ATV630D37N4
ATV630D45N4
ATV630D55N4
ATV630D75N4
ATV630D90N4
ATV630C11N4
ATV630C13N4
ATV630C16N4
ATV630C22N4
ATV630C25N4
ATV630C31N4
ATV930D30N4
ATV930D37N4

ATV930D45N4
ATV930D55N4
ATV930D75N4
ATV630D90N4
ATV930D55N4C
ATV930D75N4C
ATV930D90N4C
ATV930C11N4C
ATV930C13N4C
ATV930C16N4C
ATV930C22N4
ATV930C22N4C
ATV930C25N4C
ATV930C31N4C

### What is Changing?

- From a customer's perspective, they will observe a more consistent availability of product.
- Production Lead Time – Traditionally it would take 6-8 weeks to restock. With production in Greensboro, the production lead time will be 3 – 5 days.
- Returns – it will be difficult to return product if distributors put it in stock. (Currently everything is returnable in Mechanicsburg. This will not be the case in Greensboro.)
- Labels – the label will now say “Country of origin USA” instead of “Made in India” or “Made in China.”

### What is Not Changing?

- The process to order is not changing.
- The option to expedite is not changing.
- The customer will contact the same CCC contacts.
- The product itself is not changing.
- Pricing is not changing.
- We will not fulfill marine product (with suffix ATV630... MN, ATV930... MN) orders in US. These orders will continue to be fulfilled from our European distribution center and therefore may experience longer lead times.

For questions or customer support, contact Greensboro Customer Service at 800-950-9550 or [Industrialrepair@se.com](mailto:Industrialrepair@se.com).

