



GRIDHAWK®

Performance Guarantee

At CTM Magnetics, we are committed to delivering superior power quality solutions through our GridHawk Harmonic Filters. To reinforce our commitment to quality and customer satisfaction, we offer the following performance guarantee.

Performance Guarantee:

When you purchase and install the appropriate GridHawk Harmonic Filter in an AC variable frequency drive (VFD) application, and it is installed within our published system limits, we guarantee the following:

- **Input Current Distortion:** The Total Harmonic Current Distortion (THID) will be less than or equal to 5% at full load.

If a properly sized and installed GridHawk Harmonic Filter fails to meet the specified THID level under these conditions, CTM Magnetics will take corrective action by providing the necessary modifications or supplying a replacement filter at no charge.

Minimum System Requirements:

To achieve the guaranteed performance levels, the following system conditions must be met:

Frequency:	60 Hz \pm 0.5 Hz
System Voltage:	Nominal System Voltage (line to line) \pm 10%
Balanced Line Voltage:	Within 1%
Background Voltage	0% Total Harmonic Voltage Distortion (THVD)

Important Note:

Please note that the presence of grid voltage distortion will cause additional harmonic currents to flow into the GridHawk filter. This additional harmonic current may result in the THID exceeding the 5% specification limit. It is crucial to ensure that the grid voltage distortion is minimized to maintain the guaranteed performance.

How to Claim:

If you encounter a situation where the GridHawk Harmonic Filter does not perform as guaranteed:

- **Document the Issue:** Gather all relevant data, including system conditions, installation parameters, and performance measurements.
- **Contact CTM Magnetics:** Reach out to our customer support team with the documented information.
- **Assessment and Resolution:** Our team will assess the situation and, if the filter was properly installed and sized according to our guidelines, we will provide the necessary modifications or a replacement filter at no cost.

Contact Us:

customerservice@ctmmagnetics.com

+1 480-967-9447