

Frequently asked questions

What is the DrivePro® Remote Monitoring service, and what benefits will I get from it?

The DrivePro® Remote Monitoring service is part of the exciting new Danfoss DrivePro® Life Cycle portfolio of aftermarket services. It uses an always-on data connection to your drives to collect information about key parameters and fault events. The service monitors this information in real time and, if it sees a fault alert generated by the drive, it automatically emails you so you know straight away there's a condition that needs your attention. Because you are immediately made aware of potential drive problems – even if you're not on site – you can react equally quickly so you minimize costly downtime and disruption. As a user of the DrivePro® Remote Monitoring service, you also have unrestricted access to all the data that's been collected from your drives. This

can be very useful for identifying adverse trends such as a slow increase in motor current over time, which may point to wear or lack of lubrication in the driven device.

What's the difference between the DrivePro® Remote Monitoring service and the DrivePro® Remote Expert Support service?

The DrivePro® Remote Monitoring service uses an always-on data connection to your drives and continuously records information from them. You can access this information at any time from any location where you have an Internet connection. In addition, the DrivePro® Remote Monitoring service checks the data from your drives for fault indications and notifies you immediately, if it sees one. If you use the DrivePro® Remote Monitoring service, the DrivePro® Remote Expert Support service, which allows Danfoss experts to log into your drives to help you with fault-finding, is included automatically. You can subscribe to DrivePro® Remote Expert Support on its own, but in that case, there is no always-on data connection and no continuous collection of data from your drives. Instead, Danfoss experts connect to your drives only when you need their help.

Is the DrivePro® Remote Monitoring service intended just to provide help with troubleshooting?

No – it does much more than that. Because it collects and stores drive information continuously and in real time, including details of parameters and settings, it provides you with centralized back-up and restore capabilities for all your drives. It also gives you full visibility and access to information on all your drive assets in one convenient location. And, when it comes to troubleshooting, not only do the email fault warnings help you – you'll find that the drive information and fault history logs are also very useful.

Do I have to let the DrivePro® Remote Monitoring service collect data for a while before it becomes useful?

It's true that some benefits depend on having a log of drive history, but DrivePro® Remote Monitoring has a lot to offer from the very first day you use it. The fault monitoring and alerting service is operational right away, and as soon as the service is set up, you will have full visibility of drive firmware, application versions and drive settings. This means drive hardware replacement can be semi-automated, should it ever be necessary. And, if you need to

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replace a drive completely, all you'll need to do is to connect it up and supply its IP address. The DrivePro® Remote Monitoring service will then restore the parameters and settings, saving you a lot of time and effort. This is especially useful if you've got a critical process that's offline until the new drive is up and running.

Can I choose the fault conditions the DrivePro® Remote Monitoring service reports to me via email?

DrivePro® Remote Monitoring reacts to faults indicated by the drive, but Danfoss can also set up custom alarms and thresholds that apply to the data being collected by the service, and these can be used to generate email alerts in the same way as the drive faults.

How do I access the data that the DrivePro® Remote Monitoring service collects about my drives, and how is it presented to me?

You access your data via a dedicated web portal using almost any standard web browser. You can see at a glance what's going on, as the data is presented in a convenient and intuitive dashboard format.

Do my drive systems have to meet any special requirements before I can use the DrivePro® Remote Monitoring service?

The only important requirement is that your drives must be connected to an industrial Ethernet network. If you prefer, a parallel monitoring network based on drive option cards can be used as an alternative for some types of drive.

What additional hardware do I need to use the DrivePro® Remote Monitoring service?

You need very little additional hardware. Usually just one gateway that allows the service to connect to your industrial Ethernet network will be enough. Of course, if you have drives that are on separate networks – at different sites, for example, or in separate unconnected groups around your factory – you'll need a gateway for each network. Alternatively, it may be possible to set up a parallel monitoring network using option cards fitted directly in the drives.

What about data security? How can I be confident that unauthorized persons can't get access to data relating to my drives?

Danfoss has implemented robust and extensive security measures for the DrivePro® Remote Monitoring service. The gateway device used to access the drives is invisible to anyone other than authorized users and access is possible only with the correct user account and password information. Access rights are managed with user profiles, and all

data is robustly encrypted. Regular security updates are automatically installed on the gateways and the Danfoss servers, and overall system security is regularly audited.

Who owns the data collected by the DrivePro® Remote Monitoring service and what happens to it if I decide to stop using the service?

You are the exclusive owner of the data at all times, with the proviso that Danfoss Drives can use it in anonymized form to help with the development and improvement of its products and services. The data remains your property even if you stop using the DrivePro® Remote Monitoring service.

How much does the DrivePro® Remote Monitoring service cost?

The fee depends on several factors including the number of drives you have on your site – your local Danfoss Drives sales office will be pleased to provide you with a quotation. To keep budgeting simple, however, Danfoss charges a fixed annual fee for the service. It's also worth knowing that the DrivePro® Remote Monitoring service can be combined with other services in the DrivePro® Life Cycle portfolio, such as Start-up and Preventive Maintenance to put together an affordable package that exactly matches your needs.

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