



Danfoss Drives

## DrivePro® Standard EXTENDED WARRANTY

### **Coverage and Customer responsibilities**

DrivePro® Standard Extended Warranty prolongs the standard warranty provided under the Danfoss General Terms and Conditions of Sale (the "Terms"). DrivePro® Standard Extended Warranty is intended for drives which can be shipped to and repaired in the Danfoss workshop. The workshop repair is carried out by certified service personnel who are equipped with right tools, original spare parts and instructions, and they follow high quality standards. Workshop repairs are normally carried out within 8-10 working days from receipt by Danfoss of the defective drive.

### **DrivePro® Standard Extended Warranty covers:**

- Coverage duration from 24 to 72 months from date of manufacture as selected and purchased by the customer.
- Coverage includes repair, replacement or credit of a drive that is found to be defective at the time of delivery due to faulty manufacture, design and/or defective materials.
- Coverage includes factory installed options sold with the drive.
- Cost of spare parts or replacement drive.
- Cost of freight of spare parts, repaired or replaced drive from Danfoss to customer.
- Cost of labor for repair work at Danfoss workshop.
- Coverage is eligible post customer purchase up-to 24 months\* from the date of manufacture.

\*drives more than 12 months from manufacture date will require an on-site inspection to validate preconditions with-in section 'Customer Responsibilities'.

### **DrivePro® Standard Extended Warranty excludes:**

- Any loss or damages caused by a defective product unless otherwise provided under the Terms
- Any costs and expenses resulting from onsite repair (including travel costs)
- Dismantling, installation or commissioning of the product
- Defects caused by normal wear and tear or external factors, such as (i) incorrect use, installation, operation or maintenance, (ii) improper connection to peripheral or third party products, (iii) use of non-Danfoss spare parts, (iv) modification or repair performed by a person not authorized by Danfoss, (v) natural disaster, (vi) connection to irregular voltage sources or (vii) operation outside the usage parameters stated in the user's manual
- Peripheral items and options not purchased with the drive



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- Cost of freight to ship product from installation to Danfoss workshop
- Customs duties and taxes

Note: In case of warranty exclusion, Danfoss will inform the customer and charge a fee for the service efforts. DrivePro® Standard Extended Warranty coverage is intended for workshop repair only. It is not suitable for products too large to be removed and returned to a Danfoss facility workshop.

### **Customer Responsibilities**

Customer shall adhere to the following requirements in order to ensure that the warranty is valid:

- The start-up shall be performed by Danfoss or according to Danfoss' instructions
- Installation shall be performed in accordance with Danfoss instructions
- Ambient conditions shall follow the specification
- The product shall be used in accordance with Danfoss instructions and the user manual
- The recommended maintenance plan shall be followed
- Customer shall provide product serial number and sales code to verify a warranty claim
- Customer is responsible for packaging the return product to prevent additional damage to the product sent to Danfoss workshop

*Danfoss General Terms and Conditions of Sale apply to the DrivePro® Standard Extended Warranty.*