

# Frequently asked questions

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

The DrivePro® Remote Expert Support service is part of the exciting new Danfoss Drives DrivePro® Life Cycle portfolio of aftermarket services. It gives you a fast-track route to expert advice and troubleshooting support from Danfoss. If you're a user of the service and you have a problem with one of your drives, you simply call Danfoss on a dedicated contact number and the company's engineers remotely connect to the affected drive. They will look at the way the drive is behaving and, in the vast majority of cases, they'll be able to diagnose the problem straight away and provide you with guidance on the best next-step actions. The most important benefit you'll see is a big reduction in downtime due to the Danfoss engineers not needing to travel to site to

provide support. With expert problem solving, we can increase uptime which means less disruption, lower production losses, and less loss of income.

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

The DrivePro® Remote Monitoring service uses an always-on data connection to your drives and continuously monitors information from them. It collects and logs operational data and fault histories, which can be a big aid to troubleshooting. It also stores details of drive parameters and settings, which can be used to semi-automate drive replacement. In addition, the DrivePro® Remote Monitoring service continuously looks for fault flags. If it sees a flag, it automatically notifies you by email. You can then contact the DrivePro® Remote Expert Support service for guidance in dealing with the issue. The DrivePro® Remote Expert Support service on its own does not monitor your drives – it's up to you to detect faults. Also, the DrivePro® Remote Expert Support service only connects to your drives while the Danfoss engineers are providing diagnostic support – there's no always-on connection.

## What additional hardware do I need to use the DrivePro® Remote Expert Support service?

Very little! Irrespective of the number of drives you have, you will probably only need a single gateway to allow the service to connect to your industrial Ethernet network. Alternatively, in some cases a parallel monitoring network can be set up, using option cards fitted directly in your drives.

## What about data security? How can I be confident that only authorized persons will be able to connect to my drives?

Danfoss has implemented robust and extensive security measures for the DrivePro® Remote Expert Support service. The gateway device used to access the drives is invisible to anyone other than authorized users and access is possible only with high-security keys that are controlled solely by Danfoss. All data passing between the drives and Danfoss is strongly encrypted. Regular security updates are automatically installed on the gateways and the Danfoss servers, and overall system security is regularly audited.

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### How often can I use the service? Is there any limit on the number of calls I can make?

You can use it as often as you need to – there is no limit on the number of calls and, however many you make, you'll still pay the same fee.

### What are the operating hours of the DrivePro® Remote Expert Support service?

That depends on your location. The operating hours are the same as those of your local Danfoss Support Center so if you're in a country where the center operates 24/7, the DrivePro® Remote Expert Support service will also be available 24/7.

### How much does the DrivePro® Remote Expert Support service cost?

To keep budgeting simple, your local Danfoss Drives sales office will be pleased to provide you with a quotation. It's also worth knowing that the DrivePro® Remote Expert Support service can be combined with other elements of the DrivePro® Life Cycle portfolio, such as Start-up and Preventive Maintenance to put together an affordable package that exactly matches your needs.

## DrivePro® Remote Expert Support

