

# Frequently asked questions

## What is the DrivePro® Preventive Maintenance service, and what benefits will I get from it?

The DrivePro® Preventive Maintenance service is part of the new and innovative Danfoss Drives DrivePro® Life Cycle portfolio of aftermarket services. When you use the DrivePro® Preventive Maintenance service, certified DrivePro® engineers from Danfoss will regularly visit your site to check the condition of your drives and, where necessary, carry out maintenance work such as replacement of worn parts. This will ensure that the drives are consistently delivering the best possible performance and efficiency. The DrivePro® engineers will also detect any signs of developing problems that might reduce the life of the drives or lead to future failures. The benefits you'll get from using the service include reduced risk of costly unplanned downtime since the drives are properly maintained, extended drive lifetime because regular maintenance

minimizes the effects of wear and tear, and the elimination of excessive and unnecessary maintenance costs because your DrivePro® maintenance plan will be customized to suit your installation.

## What exactly is included in the DrivePro® Preventive Maintenance package?

The DrivePro® Preventive Maintenance package starts with an on-site audit of your installation to assess the drive status and the operating conditions. This evaluation is important because a drive that's heavily loaded and working in a tough environment will need more maintenance than a drive performing lighter duties in a less demanding environment. Based on the audit results, the certified DrivePro® engineer will recommend a structured maintenance plan specific for your drives installation and environment and will agree this plan with you. The ongoing part of the service is the implementation of this plan, which involves an engineer making regular, scheduled visits to your site to check on your drives and carry out any basic maintenance that they may need. As a final part of the service, you'll get regular reports from Danfoss detailing the work that's been carried out and advising you of any further actions that are recommended.

## Will the audits take into account information collected by the DrivePro® Remote Monitoring service?

Yes! The engineer carrying out the audit will review all available information about your drives and the way they are being used. So, if you use the DrivePro® Remote Monitoring service and your drives have been in use long enough for the service to have collected meaningful data, this will certainly be considered. Data from DrivePro® Remote Monitoring is not essential, however, and you can still enjoy the full benefits of the DrivePro® Preventive Maintenance service even if you don't use DrivePro® Remote Monitoring, as data such as alarms and faults is stored in the drive.

For the audit, we recommend that the drive is running, so there will be no impact on your productivity during audit. For Module 1, 2, and 3, however, the drive will need to be stopped.



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## DrivePro® Preventive Maintenance



## Is there anything I should know about what's NOT included in the DrivePro® Preventive Maintenance service?

Two important things to know are that the service does not include the price of non-maintenance spare parts that may require replacement, and that it cannot help in breakdown situations, even if an engineer visit happens to be scheduled. It is designed specifically to ensure the availability of drives that are always kept in optimum working condition.

## When should I place my order for the DrivePro® Preventive Maintenance service?

You can order and start the service whenever you want – there are no limitations on how long your drives have been in service, provided they are among the types for which the DrivePro® Preventive Maintenance service is available. If you're installing new drives, however, and you're ordering the DrivePro® Start-up service, we recommend ordering the DrivePro® Preventive Maintenance service at the same time. This way, the installation audits for both services can be combined, and you can be sure your drives have been optimized at start-up and will be kept in optimum condition throughout their extended life cycle.

## Is the DrivePro® Preventive Maintenance service available for all Danfoss drives?

The DrivePro® Preventive Maintenance service is currently available for selected AC drives. We are constantly evaluating our customers' needs and working to expand the range of drives for which we can supply the service. Your local Danfoss contact will be able to tell you whether your drives are eligible.

## How much does the DrivePro® Preventive Maintenance service cost?

There are several factors that influence the price including the type and number of drives you want the service for, how long they've been in service, the severity of the operating conditions and the distance the certified DrivePro® engineer will travel to your site. Once we've assessed these factors, we will quote you a fixed and inclusive price for the service and recommended spare parts.

## Should I use DrivePro® Preventive Maintenance as a stand-alone service, or in conjunction with other DrivePro® services?

The choice is yours! DrivePro® Preventive Maintenance delivers valuable benefits as a stand-alone service, but you can leverage more value if you combine it with other services from the DrivePro® portfolio. For example, as already mentioned, you'll save money by combining it with the DrivePro® Start-up service as the on-site conditions are documented during commissioning and no separate audit will be needed. Also, if you combine DrivePro® Preventive Maintenance with the DrivePro® Spare Parts service, you can be sure that any additional spares needed during the maintenance visits will be readily at hand. The DrivePro® Preventive Maintenance service can also be combined with any of the other elements of the DrivePro® Life Cycle portfolio, such as DrivePro® Remote Monitoring and DrivePro® Extended Warranty, to put together an affordable package that exactly matches your needs.

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