

# Frequently asked questions

## What is the DrivePro® Start-up service, and what benefits will I get from it?

The DrivePro® Start-up service is part of the new and innovative Danfoss Drives DrivePro® Life Cycle portfolio of aftermarket services. In brief, when you install a new drive and use the DrivePro® Start-up service, an expert engineer from Danfoss or from an approved Danfoss Service Partner will visit your site. He will check that the installation has been carried out correctly, and that the drive is set up to provide the best possible performance and energy efficiency. You'll get access to Danfoss' unmatched expertise in drive configuration, smoother and faster commissioning, and maximum energy efficiency. As the drive will be optimally configured from day one, its service life is extended and overall efficiency enhanced. You'll have the convenience of just a single supplier for the drive itself and for the commissioning services associated with it.

## What exactly is included in the DrivePro® Start-up service package?

The standard package starts with drawing up a schedule of work to be carried out. When this has been agreed with you, the Danfoss engineer will make a comprehensive inspection of the drive installation. He will perform fine-tuning of the drive parameters so they are accurately matched to your application. The engineer will then carry out functional testing of the drive/motor system, and provide basic training for your maintenance team so they know how to keep the drive working at peak efficiency throughout its life. Conclusively, the Danfoss engineer will provide you with a comprehensive and detailed start-up report.

## Are any extensions to the standard package available?

Yes! At present, we are offering three optional modules that you can add to the standard DrivePro® Start-up service package. These are: checking and setting up special applications that are outside the scope of the standard service, testing the control interface system for the drive, and customized work to meet your specific requirements. When you place your order for the DrivePro® Start-up service, you can choose to include any or all of these extra modules.

## Is there anything I should know about what's NOT included with the DrivePro® Start-up service?

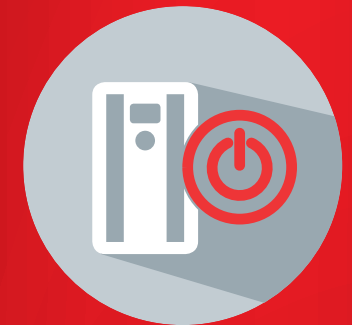
The service does not include installation of the drive. Before the DrivePro® Start-up service can be carried out, you must make sure that it's installed in line with the instructions provided in the relevant Danfoss installation manual and programming guide. The drive also needs to be ready to be powered up for the first time, but the first power up must be carried out by the Danfoss engineer as part of the DrivePro® Start-up service. Also, drives with extraordinary fieldbus options, motion control options and/or functional safety option boards are outside the standard scope of the service.

## When should I place my order for the DrivePro® Start-up service?

Ideally, you would place your order for the service at the same time you place the order for your drive(s). That gives you and Danfoss enough time to schedule the work to be carried out at a suitable time. You can also place your order after you've installed the drives but there is one important condition – for new drives, you must have the DrivePro® Start-up service carried out before you apply power to the drive.



## DrivePro® Start-up



## Is the DrivePro® Start-up service only relevant to new drives?

In most instances, yes, but there are a few cases where it might be useful for existing drives or drive systems. These include, for example, when a drive has undergone a major repair or upgrade. The best thing to do in these cases is to discuss your requirements with your local Danfoss contact, who will be able to advise whether or not the DrivePro® Start-up service is a good way of meeting your needs.

## Is the DrivePro® Start-up service available for all Danfoss drives?

The DrivePro® Start-up service is currently available for selected 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® Start-up service cost?

Several factors influence the price including the type and number of drives you want the service for, the distance the Danfoss engineer has to travel to your site and whether you want any of the extra modules. It's worth knowing that if the engineer can provide the DrivePro® Start-up service for several drives on the same site at the same time, a discount will apply. Once we've assessed these factors, we will quote you a fixed and inclusive price for the service.

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

That's entirely up to you! DrivePro® Start-up works well as a stand-alone service, but there are additional benefits when it is used with other DrivePro® services. For example, DrivePro® Start-up includes a preventive maintenance audit, so anyone using it will be ready to take immediate advantage of the DrivePro® Preventive Maintenance service. The DrivePro® Start-up service can also be combined with any of the other elements of the DrivePro® Life Cycle portfolio, such as DrivePro® Remote Monitoring, to put together an affordable package that exactly matches your needs.

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