

# DrivePro® Remote Expert Support

## Troubleshooting and commissioning support

**Get speedy resolution of on-site issues thanks to timely access to correct and accurate information.**

**With the secure connection, issues can be analyzed remotely reducing the time and cost involved in unnecessary service visits.**

### Fast resolution of issues

Danfoss offers fast troubleshooting and commissioning support from our experts via remote access to your drives. Our experts can quickly find the relevant data, analyze the problem and decide on the best course of action. Issues can be quickly resolved, sometimes without even needing an on-site visit.

### Reduce costs

You achieve more uptime with rapid identification and resolution of faults. Save on unnecessary costs, by avoiding site visits for the purposes of information collection or drives configuration alone.

### Fully secure

Only authorized devices can access your drives remotely and all information transferred over the internet is strongly encrypted.

### Hands-on service

Additional services, for example, on-site visits for servicing or repairs, or to take advantage of cloud or data collection functionalities, can be easily arranged by contacting Danfoss



### Stay calm. You're covered

All DrivePro® services offer the comfort of knowing Danfoss Drives takes responsibility for supporting its AC drives products well into the future:

- Industry's longest warranty coverage, up to six years
- Spare parts support for up to 10 years beyond discontinuation of a product line
- 24/7 delivery
- One call, one single point of contact
- Certified factory and local technicians
- Original equipment replacement parts

Save up to  
**33%**  
in reaction times

Feature	Benefit
Expert troubleshooting	Reduced unplanned downtime
Quick root cause analysis	Fast problem resolution
Access to accurate information	Fast response time
Remote information gathering	Save cost of unnecessary on-site visits

### Coverage

DrivePro® Remote Expert Support covers the necessary equipment to connect drives online and, following a customer request, troubleshooting by Danfoss experts over a remote connection.

### How to order

Contact your local sales office to request DrivePro® Remote Expert Support. Orders can be placed by email or by telephone. You can find your local Danfoss Drives contact here:

**Local contacts**

### Availability

DrivePro® Remote Expert Support is available for the following products:

VLT® drives	
	VLT® HVAC Basic Drive FC 101 VLT® HVAC Drive FC 102 VLT® AQUA Drive FC 202 VLT® AutomationDrive FC 301/302
VACON® drives	
	VACON® 100 INDUSTRIAL VACON® 100 FLOW VACON® 100 X VACON® 100 HVAC VACON® NXP Air Cooled VACON® NXP Liquid Cooled VACON® NXP Common DC Bus VACON® NXP Grid Converter VACON® NXP System Drive VACON® NXS Family

If your product is not listed, please contact your local Danfoss Drives representative.

### DrivePro® Remote Expert Support at a glance

<p><b>Place order</b></p>	<p>You can order DrivePro® Remote Expert Support at the same time as you purchase new drives or after installation. You will receive a checklist of questions about your drives, an internet connection and a factory network to prepare the correct set up.</p>	<div style="border: 2px solid white; padding: 10px; margin-bottom: 10px;"> <h2 style="margin: 0;">Secure</h2> <p style="margin: 0;">connection for fast and cost-efficient support</p> </div> <p style="font-size: 1.2em; margin: 0;"><b>Stay calm.</b></p> <p style="font-size: 1.2em; margin: 0;">You're covered</p> <p style="margin: 0;">Danfoss Drives secures:</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <p style="margin: 0;"><b>More uptime</b></p> </div>
<p><b>Receive services</b></p>	<p>Your local sales office will plan a schedule for a technician to deliver the necessary equipment to your site, and set up your drives online. The configuration will be carried out to enable Danfoss technical support to connect remotely when needed.</p>	
<p><b>Ongoing benefits</b></p>	<p>After the equipment has been set up, you can easily give Danfoss access to your drives for troubleshooting purposes in case of failures or poor performance. There is no need to download and send information by email or arrange an on-site visit.</p>	