

Service product description

The DrivePro® Remote Expert Support is a solution for the Danfoss experts to connect remotely to the customer's drive(s) for support and troubleshooting. The service is based on data collected into cloud via DrivePro® Remote Monitoring. DrivePro® Remote Expert Support is enabled by connecting the customer's drive(s) to a gateway device, which creates a secured connection over the internet to a computer in a remote location.

With DrivePro® Remote Expert Support, customers can reduce their downtime by having fast access to expert troubleshooting when needed.

The DrivePro® Remote Expert Support Service provides

- Technical support remotely by Danfoss experts upon customer request
- Guidance and instructions to the customer based on information received remotely or scheduling an on-site visit to fix the issue
- System installation and configuration for remote connection for the customer site

The DrivePro® Remote Expert Support Service does not include

- Repair work and spare parts for repair
- Changing drive settings remotely
- On-site visits
- Option cards, wirings, cables and ancillaries to prepare the drives to connect to the gateway
- Proactive monitoring of the customer's equipment by Danfoss or contact by Danfoss personnel in cases of failure

Customer responsibilities

- Arrange connection to internet for the gateway device
- Assign a location where the gateway is to be installed
- Provide needed cables to that location to connect to the internet and to the same network with drives
- Provide power outlet for the gateway
- Ensure that the drives to be connected are arranged as a network as instructed by Danfoss prior to gateway installation
- Acknowledge it is safe to do configuration changes and assume responsibility for local safety on site.

Other terms

- According to local legislation, Danfoss' General Terms and Conditions of Sale & Terms and Conditions for the Sale of Services.

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