



Danfoss Drives

## **Description DrivePro® On-site EXTENDED WARRANTY v3**

### **Coverage and Customer responsibilities**

DrivePro® On-Site Extended Warranty is an additional service offering to the standard warranty provided under the Danfoss General Terms and Conditions of Sale (the "Terms"). DrivePro® On-Site Extended Warranty provides for the repair or replacement of the product at the jobsite by a technician free of charge. The on-site repair is carried out by certified service personnel who are equipped with right tools, original spare parts and instructions, and they follow high quality standards. Once ascertained that a resolution is not possible through remote assistance, Danfoss shall use reasonable efforts to commence repairs at customer's site within 1-3 working days from receipt of the customers' warranty claim. Danfoss may, at its sole discretion, use the personnel of any affiliate or any independent service providers authorized by Danfoss to perform services on behalf of Danfoss.

### **DrivePro® On-site Warranty covers:**

- Coverage duration from 24 to 72 months from date of delivery as selected and purchased by the customer.
- Repair or replacement at the jobsite of a drive that is found to be defective at the time of delivery due to faulty manufacture, design and/or defective materials.
- Factory installed options sold with the drive.
- Cost of spare parts or replacement drive.
- Cost of freight of spare parts, repaired or replaced drive from Danfoss to customer.
- Cost of traveling time and travel expenses up to a maximum of USD 1,000 or equivalent in local currency per warranty incident.
- Cost of labor at the jobsite.
- Coverage is eligible post purchase up-to 24 months\* from the date of manufacture.

\*drives more than 12 months from manufacture date will require an on-site inspection to validate preconditions with-in section 'Customer Responsibilities'.

### **DrivePro® On-Site Extended Warranty excludes:**

- Any loss or damages caused by a defective product unless otherwise provided under the Terms.
- Defects caused by normal wear and tear or external factors, such as (i) incorrect use, installation, operation or maintenance, (ii) improper connection to peripheral or third party products, (iii) use of non-Danfoss spare parts, (iv) modification or repair performed by a person not authorized by Danfoss, (v)



natural disaster, (vi) connection to irregular voltage sources or (vii) operation outside the usage parameters stated in the user's manual.

- Peripheral items and options not purchased with the drive.
- Cost of traveling time and travel expenses to the extent exceeding USD 1,000 or equivalent in local currency per warranty incident.
- Performing Services connected with the relocation of the Product or its connection by mechanical or electrical means to another customer application.
- Import duties and taxes for the delivery of product replacement or parts.

### **Customer Responsibilities**

Customer shall adhere to the following requirements in order to ensure that the warranty is valid:

- Customer shall provide product serial number and sales code to verify a warranty claim.
- Customer shall provide reasonable time and assistance for Danfoss to provide a remote resolution.
- The start-up shall be performed by Danfoss or according to Danfoss' instructions.
- Installation shall be performed in accordance with Danfoss' instructions
- Ambient conditions shall follow the specification.
- The product shall be used in accordance with Danfoss' instructions and the user manual.
- The recommended maintenance plan shall be followed.
- Customer shall provide the service technician full and free access to the product requiring services in order not to cause delays and shall provide a environment in which to work.
- Customer shall carry out all preparatory work necessary to ensure that the service technician can commence and carry out the work promptly without hindrance or interruption.
- Should Customer have purchased a spare replacement unit or DrivePro® Spare Parts kit, (the "Spares"), the Spares shall be maintained in its original packaging in physical proximity to the products covered by DrivePro® On-Site Extended Warranty. The Spares should be unused and with original factory configuration.
  - If the service technician determines that a product or part thereof requires replacement with Customer's replacement spares, Danfoss will credit or replace the spares at no cost including freight.
- Customer will not repair, modify, disassemble or make adjustments except for user preventative maintenance and replacement of user replaceable parts without authorization from Danfoss.
- Costs not directly related to the repair or replacement, such as, but not limited to, scaffolding costs, costs for moving equipment, crane and lifting costs.
- Customer shall ensure the availability of the following in accordance with Danfoss instructions:



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- technical aid and personnel as required to assist in the performance of the repair or replacement;
- cranes and other lifting devices;
- all necessary consumables;
- internet access and sufficient information security.

In case of warranty exclusion, Danfoss will inform the customer and charge a fee for the service efforts.

DrivePro® On-site Extended Warranty coverage is intended for repair or replacement of drives impractical or too large to be removed and returned to a Danfoss facility workshop.

If a service technician performing the repair or replacement is prevented from promptly commencing the work due to customer's failure to comply with the customer's responsibilities referred to above or otherwise for reasons of which Danfoss is not responsible, or if the service technician is retained on location after completion of the work for any reason whatsoever, Danfoss is entitled to invoice the waiting time as working time. All other costs arising out of such hindrance or retention shall also be reimbursed by the customer.

*Danfoss General Terms and Conditions of Sale and Services apply to the DrivePro® On-site Extended Warranty.*