

DrivePro®-tection Workshop Repair EXTENDED WARRANTY

Coverage and Customer responsibilities

DrivePro®-tection Workshop Repair Extended Warranty prolongs the standard warranty provided under the Danfoss General Terms and Conditions of Sale (the "Terms"). DrivePro®-tection Workshop Repair Extended Warranty is intended for drives which can be shipped to and repaired in the Danfoss workshop. The workshop 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. Workshop repairs are normally carried out within 8-10 working days from receipt by Danfoss of the defective drive.

DrivePro®-tection Workshop Repair Extended Warranty covers:

- Coverage duration from 24 to 72 months from date of manufacture as selected and purchased by the customer.
- Coverage includes repair, replacement or credit of a drive that is found to be defective at the time of delivery due to faulty manufacture, design and/or defective materials.
- Coverage includes 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 labor for repair work at Danfoss workshop.
- Line anomalies - including lightning strikes
- Load anomalies
- Accidental exposure to moisture or corrosives
- Accidental collision or other physical damage
- Defects in product material or workmanship
- Normal Product wear
- Coverage is eligible post customer 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®-tection Workshop Repair Extended Warranty excludes:

- Any loss or damages caused by a defective product unless otherwise provided under the Terms
- Any costs and expenses resulting from onsite repair (including travel costs)
- Dismantling, installation or commissioning of the product

- Defects caused by 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.
- Product misapplication, vandalism, natural or facility disasters, chronic problems due to the installation environment and shipping damage are not covered
- Peripheral items and options not purchased with the drive
- Cost of freight to ship product from installation to Danfoss workshop
- Import duties and taxes for the delivery of product replacement or parts.

Note: In case of warranty exclusion, Danfoss will inform the customer and charge a fee for the service efforts. DrivePro®-tection Workshop Repair Extended Warranty coverage is intended for workshop repair only. It is not suitable for products too large to be removed and returned to a Danfoss facility workshop.

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
- 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 is responsible for packaging the returned product to prevent additional damage to the product sent to the Danfoss workshop

Danfoss General Terms and Conditions of Sale apply to the DrivePro®-tection Workshop Repair Extended Warranty.