

Fact Sheet

DrivePro® Remote Expert Support

Troubleshooting and commissioning support



DrivePro® Remote Expert 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.

DrivePro® Remote Expert Support is equipped with a 3G/4G modem to access drives and is therefore independent of other networks on site. Alternatively, DrivePro® Remote Expert Support can be used with a wired network.

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 VLT® and VACON® 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

Secure

connection for fast and cost-efficient support

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:
<http://drives.danfoss.com/danfoss-drives/local-contacts/>





Availability

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

VLT® drives	
	VLT® Midi Drive FC 280 VLT® HVAC Drive FC 102 VLT® AQUA Drive FC 202 VLT® AutomationDrive FC 301/302 VLT® Decentral Drive FCD 302
VACON® drives	
	VACON® 20 Cold Plate VACON® 20 X VACON® 100 INDUSTRIAL VACON® 100 FLOW VACON® 100 X VACON® 100 HVAC VACON® 3000

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

DrivePro® Remote Expert Support at a glance

 Place order	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.	<div data-bbox="1129 1137 1406 1413" style="border: 1px solid white; padding: 10px; text-align: center;"> <h2 style="margin: 0;">Secure</h2> <p style="margin: 0;">connection for fast and cost-efficient support</p> </div> <div data-bbox="1129 1464 1374 1547" style="margin-top: 20px;"> <h2 style="margin: 0;">Stay calm.</h2> <p style="margin: 0;">You're covered</p> </div> <p style="margin: 0;">Danfoss Drives secures:</p> <div data-bbox="1129 1630 1369 1688" style="display: flex; align-items: center;">  <p style="margin: 0;">More uptime</p> </div>
 Receive services	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.	
 Ongoing benefits	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.	