

Danfoss

DrivePro™

Professional Drive Support



DrivePro™ Service Plans

VLT®
THE REAL DRIVE

One call...

DrivePro™ Service Plans provide complete service solutions, freeing customers to focus on their core business activities. Downtime is not only expensive, but also wastes personnel resources and directly impacts the bottom line. DrivePro™ provides a fixed cost solution against unforeseen risks, and quick response in the event of a drive malfunction.

Technical support

One toll free call provides direct access to our technical support center, 8:00am to 5:00pm CST with emergency support available 24 hours a day, 365 days a year. Most questions are solved immediately over the phone; others are escalated to a specialized product support engineer or our global support network. Danfoss DrivePro™ technical support personnel can quickly arrange the shipment of replacement products or parts and onsite or factory depot repair.



Service delivery

Managing today's rapidly changing technology is a tremendous challenge. DrivePro™ service reduces the hassle by providing professional service management and delivery. The Danfoss DrivePro™ team takes responsibility for many of the complexities involved in the service delivery process. Our nationwide support network and the DrivePro™ escalation process ensure rapid involvement of specialized experts when needed.

DrivePro™ Service provides affordable solutions that let customers take advantage of Danfoss' unmatched reputation for service quality and responsiveness around the world:

- Hands-on, factory management of service support activities
- Local field service organizations trained and authorized by the factory
- Technical support available 24/7 from a single point of contact
- Parts designed and specified by the factory for quick response
- Flexible coverage plans with fixed prices that reduce overall service costs

*DrivePro*TM

Professional Drive Support

One partner...

DrivePro™ Service Plans provide “no-risk” service solutions for the everyday concerns of equipment maintenance by reducing unexpected expenditures and putting customers in control of their maintenance budget. Designed to provide affordable peace of mind, DrivePro™ service plans offer several ways to protect your drive installation.

- **DrivePro™ EW Extended Warranty** provides the security of fixed price service support to keep drive equipment running. Customers receive unlimited parts, labor, prompt technical phone response, rapid depot repair or on-site service support, and expedited replacement parts.
- **DrivePro™ Plus** drive replacement contracts provide a quick, turn-key solution for replacing aging drives that are no longer economical to repair. DrivePro™ Plus packages are designed to re-use existing bypass options and enclosures where possible to minimize the costs of replacement. DrivePro™ Plus contracts include professional installation, start-up service, extended warranty and shipping.
- **DrivePro™ SmartStep** provides a comprehensive and affordable migration program for customers with large numbers of legacy model or multiple brand drives. This program combines the benefits of the latest technology Danfoss drives with professional installation, startup and support for a fixed annual fee. SmartStep is a very flexible and sensible way to upgrade drive systems on a budget.
- **DrivePro™ PM Preventive Maintenance** plans are available alone or in combination with other support contracts to optimize the drive systems' operation. DrivePro™ professionals deliver factory-recommended preventive maintenance on a schedule determined by the customer.
- **DrivePro™ SU Startup** ensures maximum utilization and efficiency of the drive system. Certified startup technicians inspect each drive installation before applying power and conduct a complete performance verification, ensuring all factory specifications are met. DrivePro™ SU is available in combination with customer training.
- **DrivePro™ SC Service Contract** ensures long-term service coverage beyond the warranty period. DrivePro™ SC is a comprehensive service plan that provides cost-effective service support. A performance inspection (PI) assesses functionality of units that are beyond the warranty coverage.



One DrivePro™ Network...

The unparalleled partnership of drive professionals in the DrivePro™ network ensures affordable, high quality service.

We are where you are, every day.

It's easy to put the full resources of our network to work for you with a DrivePro™ service plan.



Get the most out of your installation by selecting the reliability of Danfoss drives and backing it up with one of the most extensive and responsive service networks in the industry.

North America Motion Controls

www.namc.danfoss.com

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