# DrivePro™
## Service Contract Program

### Satisfaction for the long haul

Given the rigors and challenges faced in today's facilities and applications, even the best performing drives need protection. The DrivePro™ Service Contract (SC) program offers the comfort of knowing Danfoss takes full responsibility for supporting Danfoss products well into the future.

DrivePro™ SC begins where the warranty leaves off. These contracts are available for many drives nearing the end of the standard warranty or extended warranty. The SC is also available in combination with a Performance Inspection (PI) for drives beyond the warranty period.

### Service support simplified

The SC eliminates unexpected expenses. Product failures due to defects in materials or workmanship are covered, even if the parts simply wear out during normal use.

One call provides the Danfoss SC customer with professional technical support and repair service.

### Total support security

A Danfoss service contract minimizes downtime and saves energy while ensuring facilities remain comfortable and processes remain productive.

The DrivePro™ SC provides up to three additional years of protection. Investing in a multi-year contract ensures the inflation costs are avoided.

A Preventive Maintenance (PM) contract can be combined with an SC. The PM includes periodic cleaning, inspection and adjustment to ensure systems remain at peak efficiency. The DrivePro™ Service team is also available to discuss customized service contracts to meet specific customer needs.

### DrivePro™ SC is available in multiple versions:

Standard Depot repair provides service in factory authorized repair centers.

Enhanced Onsite provides the rapid response of local, factory trained technicians to your location.

Exchange contracts provide rapid replacement of the entire product.

*The DrivePro™ Service organization is committed to ensuring complete customer satisfaction*

# DrivePro™ Service Contract Program

DrivePro™ Service Contract program may be purchased at any time after the initial drive purchase. A performance inspection is required for drives beyond the standard warranty period to assess the functionality of the drives to be covered.

## Program availability

| | Coverage term (years) | Exchange | Depot repair | On-site repair |
|---|---|---|---|---|
| VLT MICRO | 1-3 | Yes | | |
| VLT 2800 | 1-3 | Yes | | |
| VLT AutomationDrive | 1-3 | | Yes | Yes |
| VLT 4000 VT | 1-3 | | Yes | Yes |
| VLT 5000 | 1-3 | | Yes | Yes |
| VLT HVAC Drive | 1-3 | | | Yes |
| VLT 6000 HVAC | 1-3 | | | Yes |
| VLT AQUA Drive | 1-3 | | Yes | Yes |
| VLT 8000 AQUA | 1-3 | | Yes | Yes |
| FCM 300 | 1-3 | Yes | | |
| MCD 200 | 1-3 | Yes | | |
| MCD 3000 | 1-3 | | Yes | Yes |
| APU | 1-3 | | Contact Factory | Yes |

## Program coverage

| | Exchange | Depot repair | On-site repair |
|---|---|---|---|
| Parts or Replacement | Yes | Yes | Yes |
| Shipping from Danfoss | Yes | Yes | Yes |
| 24/7 Technical Support | Yes | Yes | Yes |
| Technician Travel & Expenses | | | Yes |
| USA* & Canada | Yes | Yes | Yes |
| Global | Call for Quote | Call for Quote | Call for Quote |
| Maintenance | Call for Quote | Call for Quote | Call for Quote |
| Drive Size | All | Wall-Mounted Units | All |

** Continental 48 states plus Anchorage, Alaska and Honolulu, Hawaii*

**North America Motion Controls** **www.namc.danfoss.com**

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