

Service product description

DrivePro® Remote Monitoring is a service that provides real time remote monitoring of drives by collecting data that includes all parameters and measurement values and stores it in the cloud. It offers users centralized back-up and restore capabilities for all drives connected to DrivePro® Remote Monitoring, as well as full visibility of and access to the whole connected drive asset including drive firmware versions.

With the help of the DrivePro® Remote Monitoring service, our customers can react much faster to incidents where a drive is involved. This is possible due to the inbuilt alerting system that generates alarms and warnings relating to for instance drive failures and measurement thresholds. As part of the service, customers can call the local Danfoss technical support so that experts can examine the data that has been collected by the DrivePro® Remote Monitoring service and use it as an aid to fault-finding.

DrivePro® Remote Monitoring – fast resolution of issues before processes are affected

- Immediate alerts in case of drive fault
- Fast access to essential information, ability to check the status and make the right decisions
- Accurate, real-time measurements and analytics KPIs
- Troubleshooting by skilled Danfoss engineers

The service provides

- System configuration for connecting agreed drives to the cloud
- User credentials for the customer to access the online service via web portal
- Cloud storage for history data of 1 year
- Software and hardware updates for the gateway
- Technical support remotely by Danfoss, on request, using cloud data
- Guidance and instructions to the customer to fix the issue or to schedule an on-site visit

The service does not include

- Repair work and spare parts for repair
- On-site visits
- Option cards, wirings, cables and ancillaries to prepare the drives to connect to the gateway
- Proactive monitoring of the customer's equipment by Danfoss
- Software and hardware updates for the drives

Customer responsibilities

- Arrange connection to the internet for the gateway device (fixed or mobile)
- Assign a location where the gateway is to be installed
- Provide needed cables to that location to connect to the internet and to the same network with drives
- Ensure that the drives are arranged as a network as instructed by Danfoss prior to gateway installation
- Provide power outlet for the gateway

Other terms

- According to local legislation, Danfoss' General Terms and Conditions of Sale & Terms and Conditions for the Sale of Services
- General Terms and Conditions for DrivePro® Remote Monitoring



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