

Danfoss Drives

Notification of defects

Notification of defects for VACON® and VLT® products delivered by Danfoss Drives

Request for: Credit note New VLT® drive Work Shop repair Field service

Danfoss Drives grants 18 months warranty from the date of production on VACON® and VLT® frequency converters. If you want to raise a claim of a defect product, please provide us with the following information:

Company name _____
 Address _____
 Contact person _____
 Phone number _____
 E-mail _____
 Requisition number _____
 Return address _____
 Date _____

Part no. Type code	Serial no. S/N	Reason behind claim

Please fill in above information and send to Danfoss Drives Service at drivesservice@danfoss.dk

When we have received your information, we will process your request and send you information whether your product is covered by the warranty and if it can be repaired or a replacement is needed.

If your product needs to be sent to be repaired, you can only send in this product when you have received an answer of this form from Danfoss Drives Servicepartner. The form must always be sent with the product.

Please note that products of 7,5 kW or less is not repaired and products exceeding 90 kW will often be repaired onsite.

If we cannot determine any flaws in the product, you will receive an invoice of one service hour.

Service onsite

You can always request a service technician via phone no. +45 6991 8111. If your product is under warranty and has a manufacturing fault, billing hours (within normal working hours from 8 AM to 4 PM UTC+1:00) as well as spare parts will be covered by the product's warranty and you will only be charged for km and an initial fee.

If you have any questions, please do not hesitate to contact us at +45 6991 8111.

Danfoss respects your privacy and treats your personal data in accordance with the [Danfoss Privacy Policy](#) and applicable legislation.