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# SERVICE & SUPPORT

## ProtectionPlus Drive Startup Services Quickly Configure and Commission Your Drives

### Added Protection to Ensure Drive Performance Beyond the Initial Startup

Getting a new production line up and running on time is critical to the growth of your business. Startup delays can limit productivity, which can lead to missed delivery times and loss of revenue.

Additionally, improper drive configuration and programming due to lack of knowledge or skill gaps can create production problems down the road.

With Rockwell Automation ProtectionPlus Drive Startup Services, you will get the help you need to commission drives quickly and properly. You also receive a warranty which includes all the necessary replacement parts and onsite labor including applicable travel expenses, to diagnose and repair the affected drive.

The Extended Parts & Labor Warranty provides the following additional benefits:

- Reduce unplanned downtime by quickly fixing failures/malfunctions
- Stabilize your maintenance budget by reducing unexpected costs
- Two years Parts & Labor Warranty from date of start-up

\* A technical support case is required prior to dispatch of field service engineer.



Through Rockwell Automation ProtectionPlus Drive Startup Services, you can leverage our extensive product knowledge and industry experience to quickly commission selected drives and, in turn, reduce the time between integration and actual startup. After startup, you'll also realize the following benefits:

- Improved drive operation
- Reduced risk of performance problems and premature equipment failures
- Reduced total maintenance costs
- Improved labor cost forecasting (through fixed cost of services)

Our startup services provide these benefits by applying a standard process to validate that the necessary electrical, mechanical and environmental criteria have been met and the appropriate steps have been taken to ensure proper drive operation. These steps include disconnecting the drive, measuring incoming power, verifying cable connections, calibration, testing and tuning.

ProtectionPlus Drive Startup Services also include an Extended Parts & Labor Warranty (left) to provide performance protection beyond the initial startup.

## Rockwell Automation Drive Startup Services

Your Rockwell Automation Field Service Professional will provide In Scope services, listed below, during your drive startup. Startup and warranty service is provided during normal working hours. Out of scope services may be performed at an additional charge.

### In Scope:

- Physical inspection and verification of proper drive and motor installation practices prior to the application of power
- Verification of external control wiring
- Confirmation of drive cabling to Motor, Line Feed, Isolation Transformer (if applicable)
- Incoming line and drive output grounding checks
- Voltage Application, Checkout, Calibration, and Testing of the drive as appropriate for the application
- Adjustment of operation parameters, within drive and motor design limitations, to values as appropriate for the application
- Operation of drive through speed range to verify proper performance
- Loading of network parameters in the drive
- Documentation of drive and motor nameplate information, application information, drive settings, and operating parameters

### Out of Scope:

- External wiring and troubleshooting outside the drive  
External wiring and troubleshooting is related to electrical or mechanical equipment outside the drive(s) or problems caused by external sources such as networks, electrical transients, corrosion, surface contaminants, excessive ambient temperatures, restricted air ventilation, abusive operation, etc
- Network troubleshooting and configuration
- Integration of the drive to control devices
- Drives that are part of a Drives System
- Preventive Maintenance Services
- Stand-by Time

**Rockwell Automation offers turnkey commissioning and conversions. If you require additional services that are not included in the ProtectionPlus offering, contact your local authorized Allen-Bradley distributor.**

## Product Coverage

ProtectionPlus Drive Startup Services are available for the following Allen-Bradley standard or configured PowerFlex drives:

- PowerFlex 4/40/400
- PowerFlex 70/700/700VC/753/755
- PowerFlex DC

## For More Information; How to Order

Contact your local authorized Allen-Bradley distributor or Rockwell Automation Customer Care at 0800 272 725.

[www.rockwellautomation.com/services/onsite](http://www.rockwellautomation.com/services/onsite)

## Pre-service Customer Requirements

Before startup services are performed, the customer must confirm:

- Drive is mounted and wired properly
- Drive is easily accessible
- Appropriate staff is available to assist
- Additional site requirements

If the above criteria are not met, additional charges may be applicable.

**[www.rockwellautomation.com](http://www.rockwellautomation.com)**

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