

ENGINEERING  
TOMORROW



# Danfoss Drives PartnerNET Competence Centre



# Vision and Mission Statements

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Our Vision is to be the most loyal, committed and proactive Drives Supplier, providing unsurpassed levels of product availability, technical support and after sales service to all customers who purchase Danfoss products.

Our Mission is to invest in stock, service, technical support, training and marketing activities to create a dominant presence in the market, to ensure existing and potential customers receive level of service that exceeds their expectations.



## WJ Electrical Supplies Limited

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Committed to  
keeping our customers  
productivity and  
profitability on track



# Locally Provided Services

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## ■ STOCK

Full range of Drives & Soft Starts available

## ■ TECHNICAL SUPPORT

Telephone Support

Site Support

## ■ INSTALLATION

## ■ COMMISSIONING

## ■ FULL PROJECT SUPPORT

## ■ TRAINING

- In House

- Customer Premises

## ■ 24/7 COVER 365 DAYS A YEAR

## ■ AFTER SALES SERVICE

Tailored to meet your needs



# Service and Maintenance Packages

Danfoss not only launched the world's first mass produced inverter drives in 1968, they are recognised globally as the world's foremost designer, manufacturer and supplier of Variable Speed Drives & Soft Starters. This excellence of manufacture is matched by a complete spectrum of site services, available 24 hours per day, 7 days per week.

Variable speed drives are integral to the process on which they are employed, and a prompt response is essential from a responsible drives supplier in the unfortunate event that a problem should arise. This can extend from support at the time of installation and commissioning to ensure full reliability, right through to the fast turn around of repairs, the provision of spare units and the supply of replacement units where older drives prove to be beyond economic repair.

While smaller power drives may be easily interchangeable and a whole unit replacement philosophy the best answer, this is not the case with higher power units and prompt on-site attendance is essential, any time night or day.

Recognising the diverse nature of our customers, Danfoss has established a unique worldwide service concept that enables the client to select exactly the right blend of services. This is tailored precisely to the client's needs on a previously negotiated contract basis, which negates the need for order numbers when time is of the essence.

	Gold	Silver	Bronze
Preventative Maintenance visits	●	●	●
24hr call out	●	●	●
Access to 24hr technical hotline	●	●	●
SmartStep replacement programme	●	●	●
Preferential commissioning rates	●	●	●
On site labour and travel	●	●	●
Preferential training rates	●	●	●
Spare parts	●	●	●
Warranty extensions to 3-5 years	●	●	●

# Value Added Solutions

## Start up

Our technicians will make a thorough inspection of your drives installation, including the panel, connections, screening, phase sequencing and all matters relevant to reliable and efficient operation of your drives. Once that has been completed, they will commission the equipment, ensuring that all operational parameters are correctly set and that the system is operational at its optimal performance level.

Drive familiarity training will also be provided for your technical staff to ensure that the drives can be adjusted and retuned as necessary to meet the ongoing needs of the application and that first level preventative maintenance can be carried out in-house.

## Thermal Imaging Surveys

Overheating of drives within panels is potentially fatal to drives and yet problematical in its diagnosis. The main semi-conductor devices are temperature critical and must be maintained within specified parameters otherwise degradation occurs with the consequence of reduced drive life expectancy. Similarly, a poor electrical connection could lead to devastating damage with a control cabinet.

Our engineers will visit your site and carry out a comprehensive thermal survey using the most up-to-date infrared thermography instrumentation. This is entirely non-intrusive and can, indeed must be carried out during plant operation representative of the conditions under which the drives are expected to operate.

## Harmonic Analysis

Finds potential network disturbances and problems before they find you, avoiding unnecessary downtime.

## Environmental Disposal

We offer controlled environmental disposal of your redundant drives in line with local requirements.



## Training

Drives today are highly complex both in their operation and their application. Effective training and retraining of the maintenance staff responsible for them is essential if maximum up-time of the drives systems is to be maintained.

Since Danfoss introduced the VLT 5 in 1968, drives evolution has taken the product to almost undreamed off levels of performance and controllability, with the inevitable need for well informed maintenance personnel.

Danfoss training courses draw on its unparalleled experience of application and diagnostic engineering. Every course is bespoke tailored to the individual needs of the client, his installed drives base and the skills of the trainees. In line with the needs of engineers to be seen to maintain their skills, Danfoss training courses qualify for Continued Professional Development credits.

## On-site Courses

On-site courses offer the benefit of proximity to the customer's actual production applications and ensures that engineers are available on-site in case of emergency. Time can be spent interfacing with the equipment in production, monitoring site conditions and gaining in-depth experience of operational parameters in a real-time environment.

The additional costs related to trainer travel and subsistence expenses mean that on-site training is best suited to clients where a minimum group size is to be trained. Limitations also apply to the amount of dedicated training rigs and equipment that can be brought to site.

## Scheduled Courses

Danfoss also offer a schedule of standard training courses formulated to provide an overall understanding of drives for maintenance personnel. These are based around achieving an understanding of the principles of VSDs generally, and the operational parameters and application of Danfoss drives specifically.



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## Local Service

A breakdown of Danfoss variable speed drives will occur only in exceptional circumstances. However, such circumstances do arise and knowing the importance of minimising down-time, Danfoss has established a unique regional service concept.

For further information please contact WJ Electrical Supplies Ltd who are fully equipped to satisfy the total needs of their valued Drives customers; providing assistance in sales, installation, commissioning, technical support and service 24/7/365 - one place - one solution.

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