

# Customer Notification

B-CN-395-EN REV A

May 29, 2025

**SUBJECT: NEW Turbocor Remote Monitoring Solution**

## Purpose

We are pleased to inform our customers that TurbocorCloud®—our new compressor remote monitoring solution—is now available. Subscriptions and related hardware will be available in the Danfoss Product Store and can be ordered through your Key Account Manager or Sales Driver.

This first-of-its-kind remote monitoring solution enables subscribers to remotely connect to their Danfoss Turbocor® compressors from anywhere, at any time. This innovative solution supports all Turbocor models—including TTS, TTH, TGS, TGH, VTT, VTX—and is fully compatible with all legacy compressors, as well as future models.

With TurbocorCloud, users gain real-time visibility and insights into compressor performance, allowing for enhanced diagnostics, improved system reliability, and reduced downtime.

TurbocorCloud provides remote access to Turbocor compressors through a specifically designed dashboard. The dashboard delivers downloadable compressor fault and event logs, trending, and download of up to 150 compressor data points, a 30-day compressor health report, and the ability to share compressor data and site information to those with access through a shareable URL.

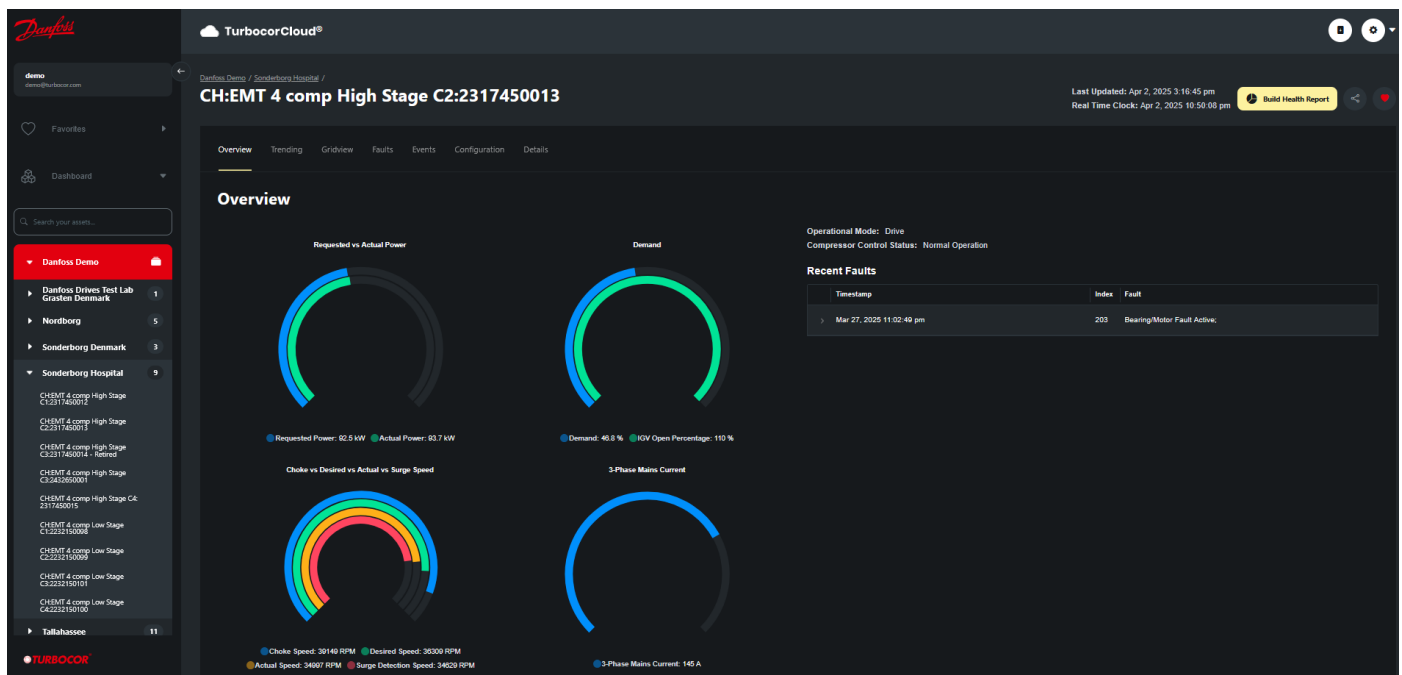
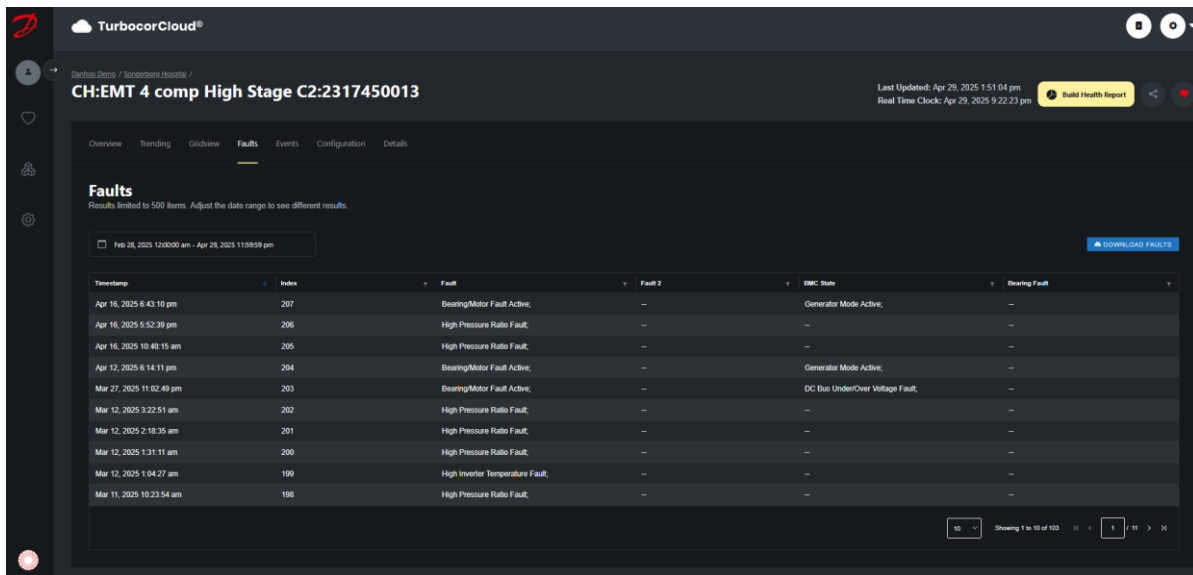


Figure 1 – TurbocorCloud Dashboard

**NOTE: The versatility of the TurbocorCloud remote monitoring application comes from Danfoss proprietary hardware components that must be purchased with the subscription. The application will not provide necessary data to users installing any third-party hardware.**



**TurbocorCloud®**

CH:EMT 4 comp High Stage C2:2317450013

Last Updated: Apr 29, 2025 1:51:04 pm  
Real Time Clock: Apr 29, 2025 9:22:23 pm

Build Health Report

Overview Trending Gridview **Faults** Events Configuration Details

**Faults**  
Results limited to 500 items. Adjust the date range to see different results.

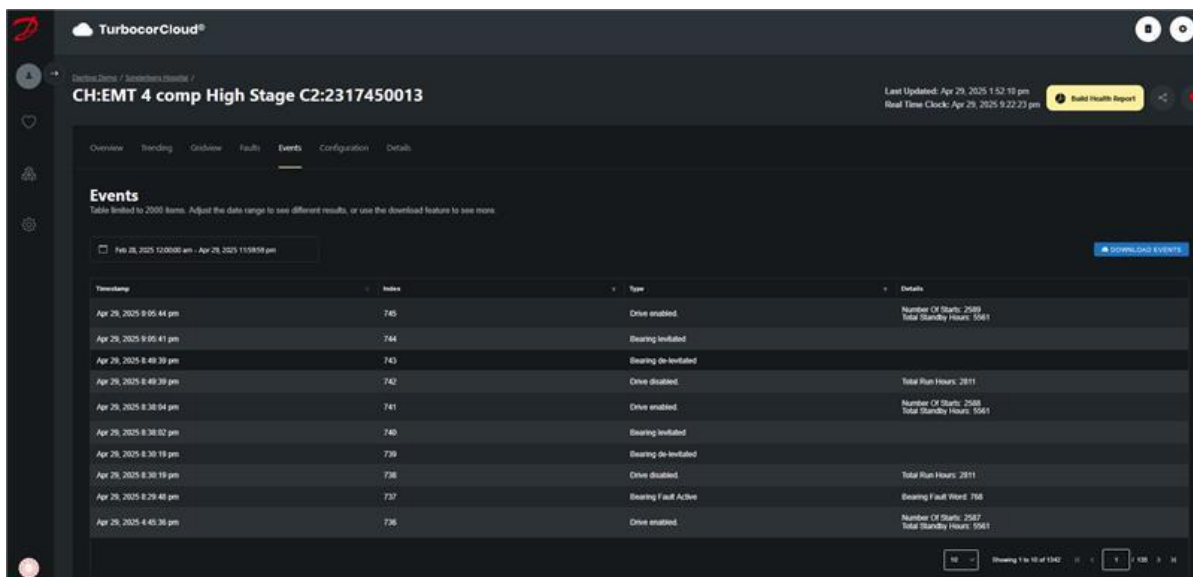
Feb 28, 2025 12:00:00 am - Apr 29, 2025 11:59:59 pm

Download Faults

Timestamp	Index	Fault	Fault 2	EMC State	Bearing Fault
Apr 16, 2025 6:43:10 pm	207	Bearing/Motor Fault Active	—	Generator Mode Active	—
Apr 16, 2025 5:52:39 pm	206	High Pressure Ratio Fault	—	—	—
Apr 16, 2025 10:40:15 am	205	High Pressure Ratio Fault	—	—	—
Apr 12, 2025 6:14:11 pm	204	Bearing/Motor Fault Active	—	Generator Mode Active	—
Mar 27, 2025 11:02:49 pm	203	Bearing/Motor Fault Active	—	DC Bus Under/Over Voltage Fault	—
Mar 12, 2025 3:22:51 am	202	High Pressure Ratio Fault	—	—	—
Mar 12, 2025 2:18:35 am	201	High Pressure Ratio Fault	—	—	—
Mar 12, 2025 1:31:11 am	200	High Pressure Ratio Fault	—	—	—
Mar 12, 2025 1:04:27 am	199	High Inverter Temperature Fault	—	—	—
Mar 11, 2025 10:23:54 am	198	High Pressure Ratio Fault	—	—	—

Showing 1 to 10 of 103

**Figure 2 – Fault Logs**



**TurbocorCloud®**

CH:EMT 4 comp High Stage C2:2317450013

Last Updated: Apr 29, 2025 1:51:10 pm  
Real Time Clock: Apr 29, 2025 9:22:23 pm

Build Health Report

Overview Trending Gridview **Events** Configuration Details

**Events**  
Table limited to 2000 items. Adjust the date range to see different results, or use the download feature to see more.

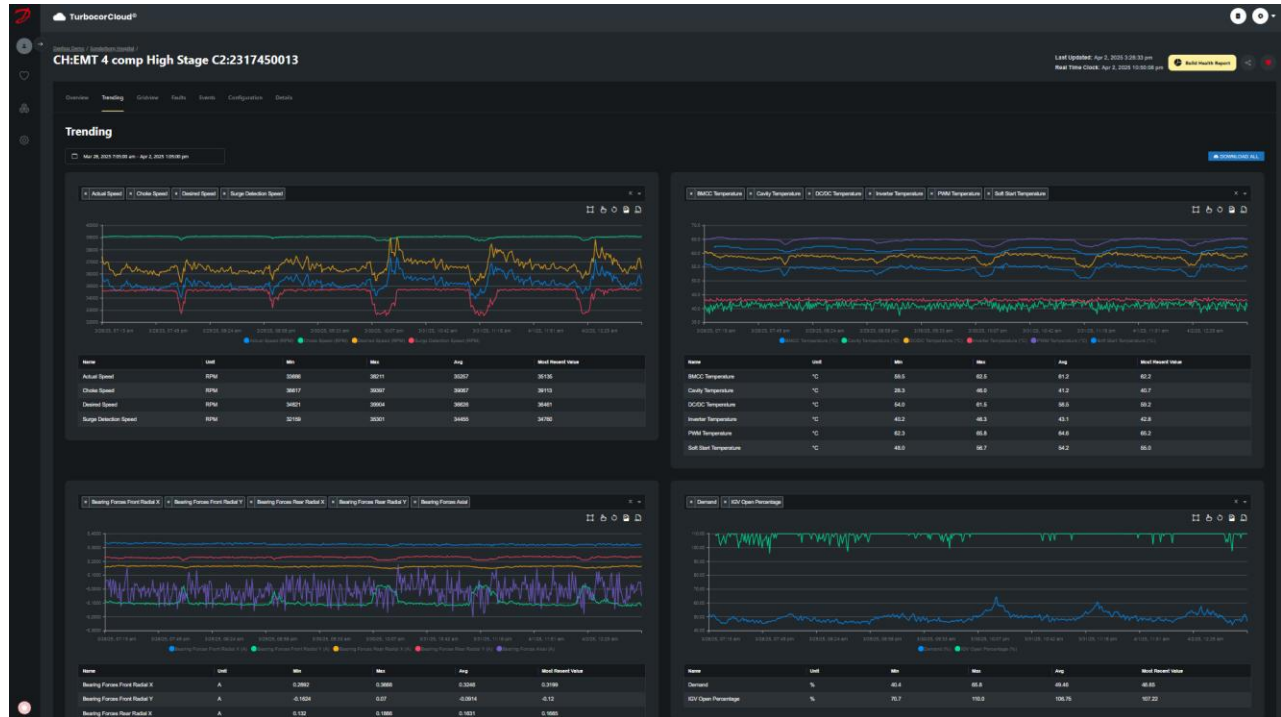
Feb 28, 2025 12:00:00 am - Apr 29, 2025 11:59:59 pm

Download Events

Timestamp	Index	Type	Details
Apr 29, 2025 9:05:44 pm	745	Drive enabled	Number Of Starts: 2589 Total Standby Hours: 5961
Apr 29, 2025 9:05:41 pm	744	Bearing inhibited	
Apr 29, 2025 8:49:39 pm	743	Bearing de-inhibited	
Apr 29, 2025 8:49:39 pm	742	Drive disabled	Total Run Hours: 2811
Apr 29, 2025 8:38:04 pm	741	Drive enabled	Number Of Starts: 2588 Total Standby Hours: 5961
Apr 29, 2025 8:38:02 pm	740	Bearing inhibited	
Apr 29, 2025 8:38:19 pm	739	Bearing de-inhibited	
Apr 29, 2025 8:38:19 pm	738	Drive disabled	Total Run Hours: 2811
Apr 29, 2025 8:29:48 pm	737	Bearing Fault Active	Bearing Fault Word: 756
Apr 29, 2025 4:43:38 pm	736	Drive enabled	Number Of Starts: 2587 Total Standby Hours: 5961

Showing 1 to 10 of 1542

**Figure 3 – Event Logs**



**Figure 4 – Compressor Trending**

## Action Required

For a one- or two-year TurbocorCloud subscription and hardware, please contact your Key Account Manager.

## Need Assistance

For further questions, please contact your Key Account Manager or the Digital Product Support Team at [DTCCloudServices@danfoss.com](mailto:DTCCloudServices@danfoss.com).