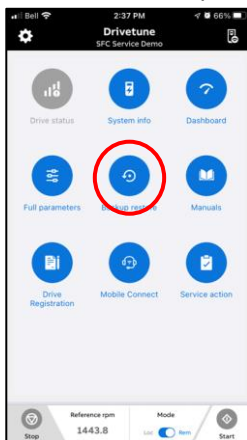


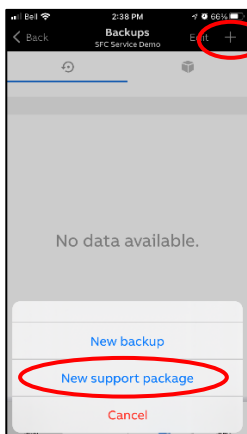
ABB Drivetune

[How to create a support package and send to SFC Energy for troubleshooting](#)

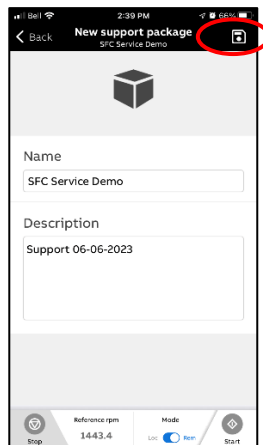
1. Open the ABB Drivetune App and pair to the VFD
2. Select the Backup restore icon



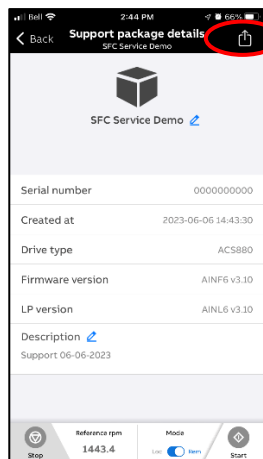
3. Select the + in the top right corner of the screen and choose New support package



4. Enter the name of the VFD and a description (optional), then press the disk icon to create the file



5. Select the forward icon to send the file



For sending to SFC service support, please use email address service-support@sfc.com