



ABB DRIVES SERVICE

ABB Drive Care service contract

Allow your business to prosper!



ABB Drive Care

A more powerful commitment

Reasons to choose ABB Drive Care

Efficiency

- Avoid hassle, wasted time and unnecessary bureaucracy in handling routine and emergency maintenance.

Cost Control

- Maintenance and other support activities are offered at a fixed annual price, regardless of how often they are used.

Focus on core activities

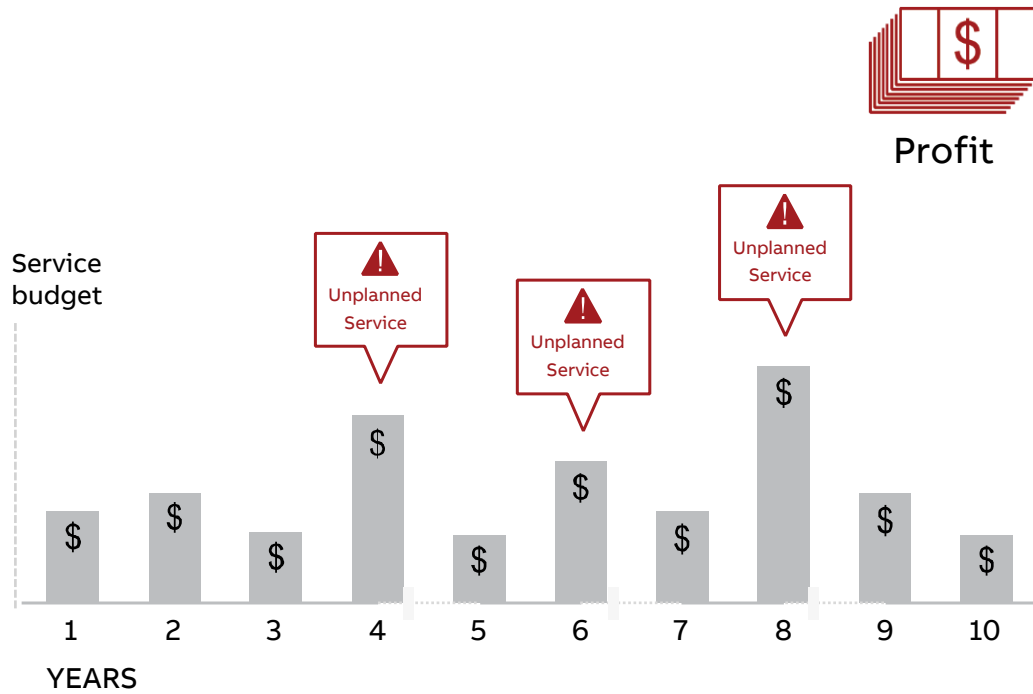
- Remove the burden and distractions of non-core activities, and work secure in the knowledge that your drives are well maintained.



ABB Drive Care

A more powerful commitment

Without ABB Drive Care



With ABB Drive Care

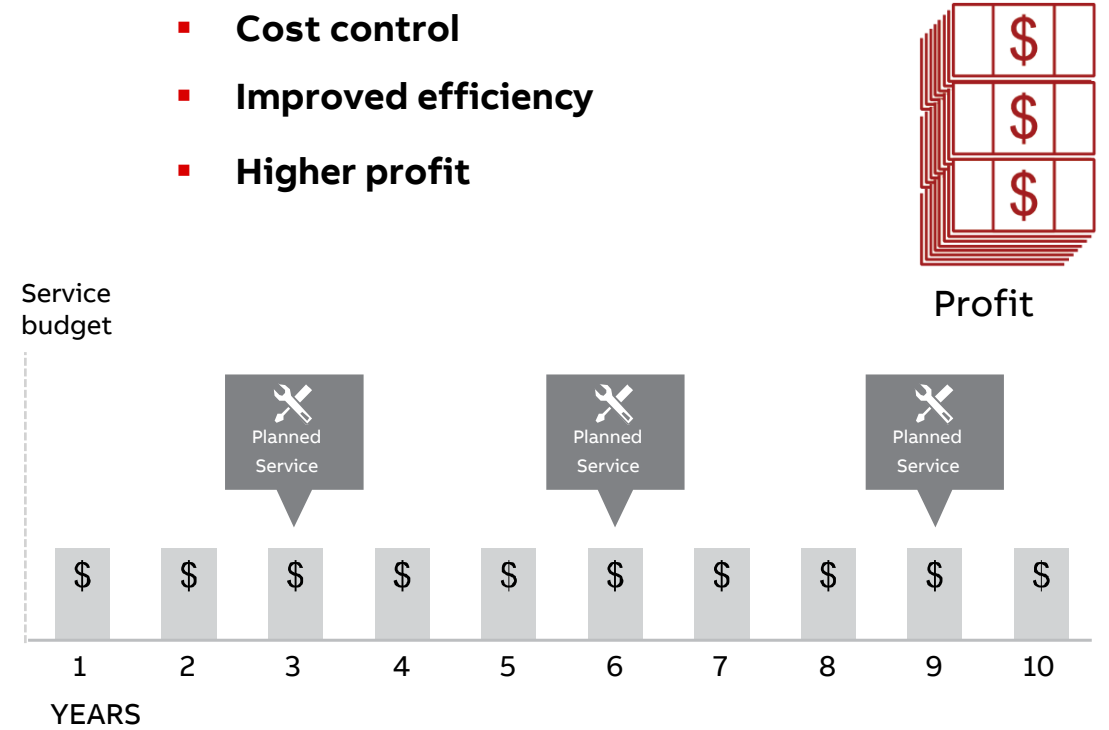


ABB Drive Care

ABB Drive Care 3 levels to fit the customer's specific needs

Preventive Care



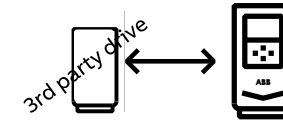
Extended lifetime of drives due to replacement of aging components.
Preventive Maintenance kits and labor for exchange included.

Complete Care



Fixed annual maintenance fee covering unexpected failures and replacement of aging components
Preventive Maintenance kits, repair parts and labor included.

Replacement Care



An ABB drive of an agreed size and family is provided to replace, in case of failure, a non-ABB drive or an ABB drive in Limited or Obsolete phase *

Services offered at a fixed annual fee

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Preventive care

Service delivery

- All preventive maintenance material included
- ABB to plan shutdowns together with customers
- ABB to schedule field service engineers and deliver material
- For detailed scope of services, please refer to Annex A – Preventive Maintenance Strategy

Feature	Benefit
Based on ABB drives maintenance Schedule*	<ul style="list-style-type: none">• Increased drive reliability or minimized downtime• Extend equipment lifetime
Preventive maintenance replacement actions and materials included	Easy to budget equipment lifecycle cost
Genuine, factory-certified ABB parts	100% guaranteed compatibility
Factory trained resources or certified drive engineer	Latest maintenance know ho

*Maintenance schedule for ACS550-01 and ACS800-01

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Complete care

Service delivery

- Preventive care service delivery
- Preventive maintenance parts replacements
- All repair parts and repair labor cost included in case of drive failure
- For detailed scope of services, please refer to Annex B – Preventive maintenance strategy and failure coverage

Feature	Benefit
<ul style="list-style-type: none">• All repair material and labor• Travel costs are charged separately or included	No unexpected charges from repairs
Simple management processes	Improves operational efficiency
Simple case handling procedure	No need for ordering spare part or field services separately

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Most common services included

Onsite inspection



Yearly onsite inspection ensures proper operations and helps identify early signs of component wear out.

Technical Support



ABB-certified specialists provide telephone support and troubleshooting advice for rapid drive recovery.

Response time



An ABB-certified specialist travels to your site within an agreed period of time.

Services offered at a fixed annual fee

ABB Drive Care

Summary

Service provides	Preventive Care	Complete Care	Technical Support	Response Time
Lifecycle follow-up	x	x		
Preventive maintenance planning	x	x		
Equipment and service history collection	x	x		
Definition and delivery of parts	x	x		
Preventive maintenance parts and labor	x	x		
Preventive maintenance travel*	x	x		
Repair parts and labor		x		
Repair travel*		x		
Technical telephone and e-mail support			x	
Guaranteed on-site response time				x

*Labor and travel expenses can be included in the contract

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ABB Drive Care can include any service that fits the customer's specific needs

Spare Parts



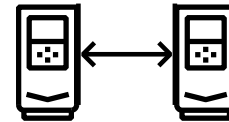
Ensure swift repair by always having critical spares close at hand

Training



Trained personnel guarantees a better understanding of drive operation and more efficient maintenance.

Drive Exchange



Fast, reliable and cost-effective alternative to repair, buying a new drive or performing maintenance.

Reconditioning



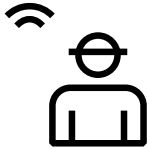
ABB drive service workshops fully restores and tests your drive and provides a one-year warranty.

Services offered as a one off service complementary to the agreement

ABB Drive Care

ABB Drive Care can include any service that fits the customer's specific conditions

ABB Ability™ Remote Assistance



Fast drive recovery in failure cases:

- immediate alert is sent
- ABB specialist helps your technician fix the problem over the phone

ABB Ability™ Condition Monitoring



Anticipate possible drive faults by:

- Monitoring drive performance data
- Getting expert reports from ABB
- Receiving alerts of any anomalies

Services offered at a fixed annual fee

ABB Drive Care

Value beyond an industry

Adopted in the following industries

- Food & Beverage (e.g. chocolate makers)
- Chemicals (e.g. fertilizers production)
- Glass & Glass Products (e.g. bottles production)
- Water and Wastewater (e.g. public water system service)
- Power Generation (e.g. energy services)
- Cement (e.g. plasterboards production)
- Petrochemicals (e.g. automotive lubricants)

And many others...



ABB Drive Care helps you control costs

ABB Drive Care means you avoid unnecessary hassle, allowing you to concentrate on your core business.



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