



Low-medium-high voltage and transformers service

# PowerCare

## Configurable services to meet your needs

# PowerCare

PowerCare is the best, most convenient and most efficient way of ensuring electrification system availability and reliability. Based on your company profile, ABB can provide a wide range of service packages to choose from and customize an agreement to suit your company's needs.

The PowerCare framework is based on a matrix of service packages. You can choose services from the ABB support services portfolio based on your actual needs at the time of entering into a Customer Support Agreement. The services can range from a single point of contact to full product engineering services.

All services are provided by trained personnel and certified ABB Service engineers and technicians.

A typical agreement for a power consuming customer in the industry segment may cover elements such as asset condition and risk assessments or the installation of more advanced monitoring systems for condition based maintenance. Other services ABB can offer may include training for site operators, on-call support for emergency situations and maintenance of protection and control equipment. Also, servicing and maintenance of various devices can be included to give the user many years of trouble free operation.

PowerCare for a power utility may include ABB support services such as remote technical support, on-line access to technical data of the installed equipment, instant access to product installation and operational manuals, training for equipment maintainers on site, etc. Once again the customer is free to choose services that will compliment the existing maintenance strategy and portfolio on his site.

PowerCare	Entry level	Level 1	Level 2	Level 3
Skills Development Services	Product Training List	Product Training	Advanced Product or Application Training	Advanced Coaching and Training in-house or on location
Emergency Maintenance Services	Single Point of Contact	Technical Support with agreed response time	Call-out Support with agreed response time	Call-out Support with agreed response time and spare parts handling
Diagnosis and Condition Assessment Services	Preliminary Survey of Installed Base / Visual Inspection	Assessment of defined products	Advanced Assessment or monitoring of products	Advanced Fleet Assessment / Remote Monitoring
Self-Maintenance Services	Basic Access to online and offline information	Manuals and Handbooks online	Online support	Advanced online capabilities
Delivered Maintenance Services	Initial maintenance requirement assessment	Defined maintenance activities	Advanced equipment maintenance	Full equipment maintenance



# Services overview

## Skills Development

### Product Training

ABB offers a comprehensive set of product training courses for ABB products. It covers training courses for product operation and/or maintenance, matching the customer installed base. Advanced training and coaching services are available for customers with needs of extended knowledge.

## Emergency Maintenance

### At the required level

PowerCare introduces a simplified process for call-out support handling. There is one phone number, email address or web portal as the agreed point of contact. Analysis and recommendations for strategic spare parts can be combined with the agreed level of response time to shorten the repair time. The rates for our call out services are defined in the pricing summary. For customers where response time is critical ABB can provide 24/7 services.

## Diagnosis and Condition Assessment

### Survey of Installed Base

Depending on the customer situation ABB can provide diagnosis and assessments ranging from a preliminary visual inspection to advanced fleet assessment including remote monitoring. The preliminary assessment is done by an ABB service agent at the customers facility and aims at documenting installed equipment and visually assessing its condition. The identified customer equipment will be registered in an asset database. For any service level, should any unsafe or unreliable conditions be detected, ABB will propose mitigation actions.

## Self-Maintenance

### Offline and Online Information

This service offer includes paper based or on-line product and service handbooks, installed base manuals and if applicable life cycle reports. Periodic information of products available in the registered installed base, spare parts availability, new solutions and new preventive maintenance programs may also be part of the Agreement. Access to the ABB PowerCare web portal is always included in this service element, where content is according to level of service.

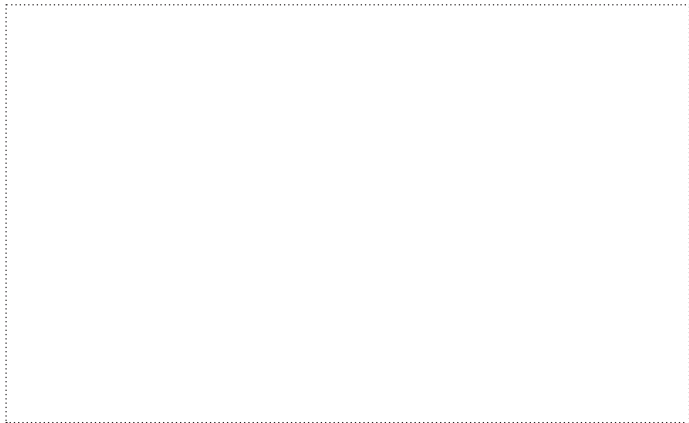
## Delivered Maintenance

### Maintenance on Equipment

ABB will perform service activities on covered equipment based on customer needs and contract levels. ABB will always work with the customers to ensure a good understanding of the customer maintenance requirements before a specific service plan can be defined in the more advanced service agreement levels. These Delivered Maintenance Services ensure that customers have an optimal utilization of their equipment through delivered maintenance services provided by ABB.



# Contact us



**Your Service sales contact: [www.abb.com/contacts](http://www.abb.com/contacts)**

**More Service information: [www.abb.com/productguide](http://www.abb.com/productguide)**

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