

Maintenance support agreements

Assuring the success of your mine hoist's maintenance strategy

ABB's maintenance support agreement is a flexible, scalable contract structure that meets each installation's lifecycle maintenance strategy. It covers the entire spectrum of user and system needs throughout the system lifecycle.



A flexible selection of services to meet your key service requirements

	Self Maintenance Services	Maintenance Labor Services	Skills Development & Maintenance	Evolution & Update Services	Parts & Repair Optimization	Application Engineering Services
Level 4 Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level 3 Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Level 2 Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level 1 Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complimentary Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Maintenance support agreement structure

As a worldwide leading hoist systems supplier we have learnt a lot from our customers about their daily maintenance needs:

- All of our customers manage at least some level of in-house maintenance and rely on vendor-provided services to support their maintenance activities
- Most of our customers employ outside resources to fill gaps in the capabilities and capacity in their maintenance staff
- Many customers rely on vendors to provide customized personnel training to help maintain skills for effective system maintenance as well as for advanced learning
- Customers expect effective vendor supplied evolution and upgrade programs to help them take advantage of new functionality and to manage product lifecycle status changes
- Predictable spare parts costs are important to all system owners
- System application engineers are often employed to modify the user interface and process control configurations to address changing process requirements

All the above needs became the backbone of our consistent approach to maintenance agreement offer preparation.

Maintenance support agreements

In a study of the maintenance style and service needs of our customers, we learned even more about their key service requirements. This information was used to develop a more

comprehensive service contract structure: the maintenance support agreement. This structure provides scalability and value through the bundling of services to best meet your outsourced maintenance needs.

Service levels

Multiple service levels are available for each identified key service requirement. This flexibility allows you to build an agreement to provide the right amount of service, based upon your in-house capability and strategy. For example, level 4 services accommodate customers who rely heavily on ABB knowledge and expertise. Other customers, who maintain their own comprehensive skills and capacity for in-house maintenance, may benefit from level 1 or complimentary level services. A short description of the maintenance support agreement content can be found on the back page of this flyer. The detailed scope of supply for each group of services is dependent on the service level chosen by each customer.

ABB's maintenance support agreements cover the whole hoist system, including:

- drive system.
- control system.
- advanced hoist monitors.
- hydraulic brake units.
- weighing control systems.
- low and medium voltage supply systems (switchgears and transformers).

Improving your operational excellence and performance. ABB's maintenance support agreement structure is based upon the key customer requirements outlined in the table below.

In-house Maintenance Services	Maintenance Labor Services	Skills Development & Maintenance	Evolution & Update Services	Parts & Repair Optimization	Application Engineering Services
Need support to help implement in-house maintenance strategy for specific tasks	Need to fill gaps in on-site maintenance labor knowledge and availability	Need to develop and maintain personnel maintenance skills for best asset performance	Need update and evolution support to maximize productivity	Need predictable and optimized parts and repair costs	Need system application engineering expertise to help manage changing process requirements

Customer support services

This part of the maintenance agreement is the backbone of the service partnership between customers and ABB. ABB offers all the necessary resources to help users work effectively and safely with their hoist system as well as to give access to information and guarantee assistance (direct or indirect) and a timely response. We keep users connected, informed and prepared throughout the system lifecycle.

ABB delivered maintenance

This supplements customer's maintenance forces with ABB service labor filling expected or unexpected voids in capacity and/or capability. ABB engineers always have the full backing of ABB resources, sharing in the maintenance of the hoist system through lifecycle changes.

Skills development services

Regular training keeps the skills of the customer's team on pace. Training is provided as "formal" in-center courses, introducing the skills required to maintain new equipment and applications, and for personnel new to the existing equipment or applications. Field-based coaching supplements in-center training with hands-on, field-based, task-specific training. It is obvious that regular training reduces the impact of lifecycle changes.

System evolution services

This is the core activity of the lifecycle maintenance effort. ABB offers multiple service options packaged in easy-to-manage contract terms, i.e. software lifecycle management with support services packaged in convenient, cost-effective subscription (Automation Sentinel). To do this effectively, we always provide audits for an overview evaluation, and evolution investment projections.

Parts cost optimization programs

Parts Advantage Program covers the entire scope of the ABB parts and repair relationship. It makes parts procurement

manageable and predictable. Spare parts are always available where and when customers need them. The benefits tied to participation in the parts & repair program also come from supporting system uptime throughout the lifecycle.

System application engineering services

ABB offers expert-level services for advanced configuration, performance audits & optimization and high-level trouble-shooting. All planned improvements and on-demand work are time allotted in the contract. This part of lifecycle maintenance brings you the gold standard in maintenance support.

Your benefits in brief

- Optimized equipment performance and maintenance costs
- Leverage asset lifecycle service developments from ABB
- Improved operational excellence and performance

For more information, please contact:

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ABB's business unit Minerals is represented in the following countries:

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