



Service always on your site

ABB offers the On-site Service Center (OSC) as an ideal solution for remote locations such as mines, off-shore operations or wind parks where drives processes require high availability. If a drive in production fails, OSC enables a rapid exchange of the broken drive by providing and storing the required equipment for replacement on-site in a controlled environment. Equipment consisting of tools, racks, spare parts, modules and replacements for broken drives is kept in a single specialized service container.

An ABB specialist visits the site on a regular basis to maintain and optimize the inventory according to true operational needs and to perform inspection and repair tasks in a clean and controlled environment.

Furthermore, OSC offers a variety of options and is customized to suit to the needs and installed base of the customer.

Value to customer

- Fast response in remote locations: spare parts, modules and replacement drives are on-site in the container; they are ready to use if required
- Centralized, clean and controlled location in a harsh environment: OSC contains all required tools, spare parts and replacement drives in one location – accessible at any time by authorized personnel
- OSC allows service technicians on-site to replace broken drives immediately
- OSC enables ABB to rapidly call an ABB engineer to site as no preparation time is needed
- OSC provides continuous inventory optimization
 - Manage spare parts inventory; ABB calculates the optimal replenishment scope and cycles according to customer consumption/requirements
 - Optimization of OPEX

Service includes

- Customized standard container with basic equipment like racks and basic appliances like compressed air, air conditioning, (de-)humidifier
- An initial package of spare parts, modules and replacement drives based on customer's installed base
- Visits by an ABB specialist on a regular basis and checking consumption of spare parts, modules etc., restocking and optimizing inventory level based on actual operational needs



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- Repair of broken drives on site
 - A variety of options available to meet customer's needs upon agreement with local ABB
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Service does not include

The scope of what is included is based upon agreement between the customer and local ABB. Typically the following items are excluded:

- Load testing of drives
 - Disposables and consumables
 - Packing material
 - Transportation and logistics of container
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Product coverage

- Service covers all ABB LV and MV drives regardless of their life cycle status. ABB doesn't ensure the availability of spare parts and modules for drives in limited and obsolete life cycle phases.
 - Other major drive brands can be included in this service as an option. ABB offers replacement of non-ABB drives, but not spare parts.
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Customer responsibilities

- Transportation of container to the site
 - Foundation for container
 - Power connection for OSC
 - Ensuring at least one person on-site is able to deal with ABB drives to conduct failure tracing and knows how to replace drives, change parts, etc.
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Restrictions

- Preventive maintenance or repair maintenance that requires load testing
 - Repair and load testing of other major drive brands
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Other terms

- According to the agreement between ABB and the customer