
ABB DRIVE SERVICES

Failure Analysis

Service product description



Let ABB measure and analyze the condition of your drive to enable you to identify your drive's future maintenance needs and to learn the failure cause of your drive and ways to mitigate the factors affecting it.

Cause investigation

Failure analysis service provides defined reported analysis by using precise methods and instructions to survey the failure cause of the drive. Professional service is available using authorized ABB Drives Service Workshop network globally.

A detailed report of findings along with the most probable cause of failure will be provided. To prevent failure occurrence later, related maintenance recommendations can be included.

Analysis and repair prices will be quoted upon request. As an option repair or replacement for the defected item can be offered.

Value to customer

- Professional Drive Service delivery to reveal information about the malfunction mechanism under current situation of the investigated drive
- Fast response of failure analysis inquiry and formal method to handle the case.
- Increased reliability and technical lifetime of the drive application by comprehensive actions according to analysis recommendations

Customer responsibilities

- Provide sufficient details about the technical inquiry.
- Purchase order must be submitted before an RMA can be provided

Service includes

Failure Analysis request

- A separate questionnaire form for collecting information about the drive, site and usage circumstances.
- Drive data validation in the ABB installed base; previously unregistered drives will be registered.

Workshop work

Analyzing procedure at certified Drives Service Workshop.

- Equipment with severe electrical or fire damage will not be analyzed and equipment that does not coincide with the original analysis request form will also not be analyzed.

Failure Analysis report

- ABB will provide a detailed report of its findings, however does not guarantee a root cause of failure analysis.
- Recommendations and advice prevent failure and improve reliability.

Delivery options

- Failure Analysis, scrap at factory after analysis is complete
- Failure Analysis, return to sender un-repaired immediately after analysis is completed
- Failure Analysis, repair (if not repairable, a replacement) and return to sender

Service does not include

- Repair work, if not agreed separately
- Any update or upgrade work, if not agreed separately
- Application engineering
- Spare parts

Other terms

- If Failure Analysis request is rejected, reason for rejection will be stated. If request is approved, customer will be issued a Return Material Authorization (RMA) after receipt of purchase order, any material received without an RMA will be returned freight collect.
- ABB cannot guarantee a root cause of failure when the drive has been pulled from its natural environment.
- Without a fully completed failure analysis request form, the request will be denied
- Analysis will be performed by ABB quality / repair engineers within 2-4 weeks of arrival.
- ABB will perform analysis on the complete drive and provide a written report on most probable cause of failure when appropriate.
- According to ABB standard terms and conditions

Product coverage

ASC880

ACS580

ACS800

ACS550

ACS2000 (CN)
