

# What's new from ABB Service

12|12

Process Automation Service



Featured this issue

## Parts and Repair Services

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## What's New

### BOGOHO extended!

#### Buy-One, Get-One, Half-Off parts repair

Buy one repair at list price, get half-off the second part repair list price of equal or lesser value. **Offer extended to 3/31/13.**

Read more at: <http://goo.gl/aBelM>

### Control Systems Parts inventory reduction

#### Limited time offer

Save up to 35% over established parts pricing, when you order by 12/31/12.

List of sale parts at: <http://goo.gl/5yYuh>

### Ordering parts online

#### Visit Business Online

24/7 online access to over 500,000 products, including price and availability. Sign up today for a free on-line account at <http://online.abb.com/>

### Parts and Repair Services webcast

#### Learn more about our programs

Share questions or topics you would like to see covered in our Parts & Repair Services webcast. Provide your ideas here: <http://goo.gl/PQ4rH>

### Inventory Access Program

#### A cost-saving alternative to owning parts inventories

Unlike consignment programs, the inventory Access Program (iAP) is an insurance program, providing critical spares fast. Warranty period starts when you open the box. Parts can be inventoried on-site or near your plant. To save more, 'rollover' your inventory into iAP as parts are used.

## Reduce overall parts and repair cost and improve availability



**Rick Dolezal**  
*US Process Business  
Development*

Many customers have asked me about ways to save on the costs of maintaining their systems. One way is to focus on parts.

We offer a variety of spare parts stocking programs, repair and refurbishment and inventory management services, for active and classic ABB process control systems. Consider these services for cost savings:

- **Parts Fingerprint:** a great way to begin the new year. It identifies parts cost savings opportunities, and more importantly, critical parts that may be needed on-site.

- **Parts repair services:** our ISO 9001.2008-certified repair services offer savings of up to 70% over purchasing new parts; and carry a 2-year warranty.
- **Pre-owned Parts:** risk-free, tested ABB pre-owned ABB parts are an economical option for ABB certified replacement parts.

Please contact me to discuss parts program options or any other service area.

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*US Process Automation Service  
Business Development*  
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Tel: 440 585 2844

## Repair, refurbishment services include 2 year warranty

### Save up to 70% over the cost of new replacement parts

Repair and refurbishment of malfunctioning or failed components provides an economical alternative, up to 70% savings over new parts. During the past 30+ years, ABB has helped customers to significantly reduce costs by providing reliable repair services. Our parts and repair centers offer ISO 9001.2008-certified repairs, reconditioning, and version management services for electrical and mechanical components. Services that meet or exceed specifications of original equipment manufacturers, are available for ABB and many non-ABB products.

Cycle time is typically less than two weeks; or for emergency repairs, in as little as one day. All repairs are backed by a full two-year warranty, which in many cases exceeds original equipment manufacturer repaired parts warranties.

#### Systems supported:

- ABB System 800xA
- ABB Advant OCS with Master Software
- ABB Advant OCS with MOD 300 Software
- ABB DCI System Six (Fischer & Porter)
- ABB Freelance 800F (Hartmann & Braun)
- ABB MOD 300 (Kent Taylor)
- ABB Network90 / ABB INFI 90 (Bailey)
- ABB Symphony Harmony (Bailey)
- ABB AccuRay

# Parts Fingerprint

## Eliminate the risk of insufficient spares inventory

### Identify cost saving opportunities and improve overall spares management

"This service is another way we are helping our customers to get the most value out of their existing equipment, while site personnel focus on other critical areas," noted James Crowl, VP Parts, Repair and Support Services. "Most customers do not have resources dedicated to parts management. This service proactively identifies areas that need attention before problems occur, while saving customers time and money."

The Parts Fingerprint reviews the effectiveness of existing spare parts management practices and identifies potential risk associated with insufficient stock, over stock, out-of-date inventory, and end of lifecycle issues.

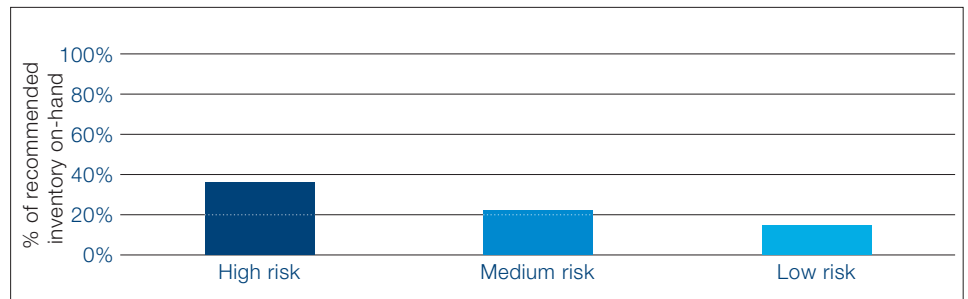
The service includes an on-site spare parts inventory validation, and comprehensive analysis of stock conditions, status, stocking levels, version management,

warranty management, part criticality, and historical parts usage. Existing processes and conditions are compared with ABB established best practices.

The resulting fingerprint evaluation report includes recommendations to improve overall spares management including cost saving strategies, and management of issues related to equipment lifecycle status, and equipment supportability.

### Parts Fingerprint evaluation areas

- Parts inventory verification, validation
- Local and regional sourcing
- Lifecycle concerns and considerations
- Over and under stock conditions
- Parts status: new, used, failed
- Version and revision management
- Abnormal failure/usage rates
- Warranty management



Spares inventory gap analysis--ranked by critically to the operation.

## ABB Pre-Owned Parts (PoP): risk-free, tested pre-owned ABB parts

An economical option for ABB tested and certified pre-owned parts. ABB offers pre-owned parts with 24 hour on-line accessibility, and a one year warranty. All parts are fully inspected for contamination and corrosion, and tested to insure ABB quality standards are met.

### Frequently asked Questions:

#### Why are ABB PoP parts better?

- **More secure:** ABB has secure sourcing channels. ABB cleans and tests parts, reducing the risk of parts with performance issues or problems.
- **Better availability:** ABB offers a single source of supply. All parts can be purchased from one source, lowering the costs associated with searching for parts from various suppliers, and creating multiple purchase orders.
- PoP parts are backed by ABB's global parts inventory, including repaired, refurbished and new parts inventory.

- **Better support:** As the OEM, we are the best qualified to provide technical support, and parts recommendations.

#### How is PoP different from refurbished part?

- Refurbished parts are brought in on exchange as failed parts, and completely refurbished and repaired. All engineering changes and design updates are applied, along with replaced components, updated RAM, etc.

#### What is the warranty?

- The warranty is 12 months from date of shipment. The first warranty replacement is another PoP part, The second warranty replacement is a Refurbished or New part.

#### Are they upgraded?

- Generally, PoP parts are not brought up to the latest revisions. However, ECN's that relate to performance issues or safety are installed. Harmony controllers are stocked with the latest firmware revisions, downgrade options are available.

#### What is the price?

- PoP parts offer a competitively priced, lower cost alternative to repaired, refurbished or new replacement parts.



# Parts and Repair Services

For ABB and other OEM equipment

ABB provides complete parts and ISO 2008.2001 certified repair services for electrical and mechanical components, including:

- New parts
- Repair and refurbishment services
- Authorized replacement part solutions
- Reverse engineering
- Test and inspection
- Emergency shipment and expedited delivery

Put our parts and repair programs to work

## Let us help you develop a cost saving strategy

Find out how to take advantage of the programs offered, to lower the cost of maintaining your installed system. Contact your Parts Strategist:

### West Region

Margaret Zinghini

Tel: 440 585 7287

### North Region

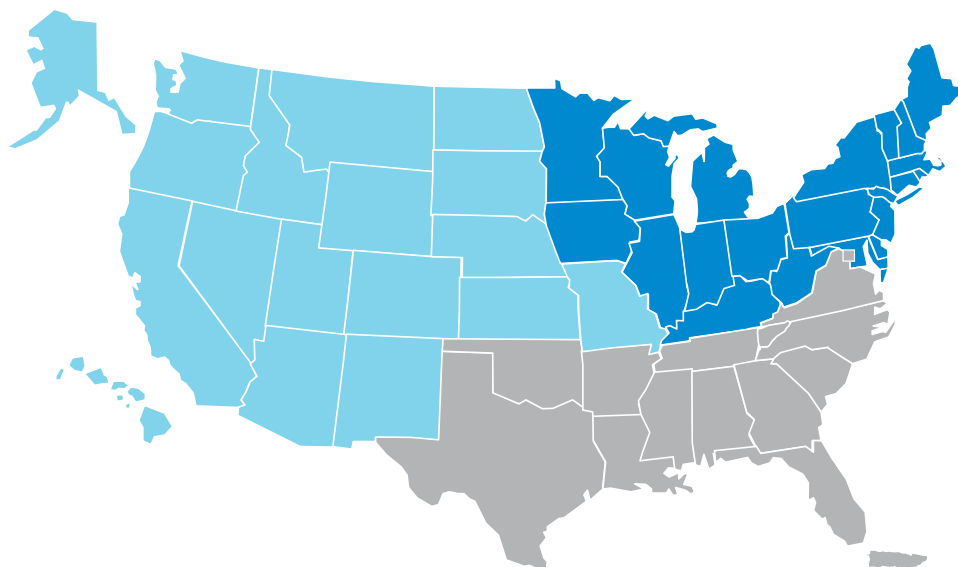
Cheryl Kasik

Tel: 440 585 6797

### South Region

Ken Murdock

Tel: 440 585 6797



# We're here to take your call 24/7

Call 800-HELP 365 for emergency and non-emergency parts and repair orders.

## Telephone

**1 800 HELP 365**

(1 800 4357 365)

## Select option for the following equipment type:

- 2 Process Control, Network Management Systems
- 3 Process Analytics
- 4 Drives, Motors
- 5 Quality Control Systems (QCS)

## Email

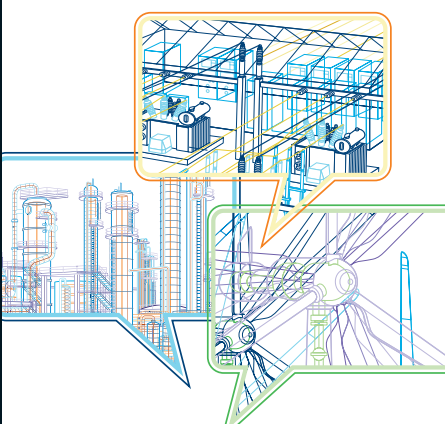
PartServices@us.abb.com

## Web

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