

Robotics

Customer Service
Securing your productivity. Anytime. Anywhere.

Power and productivity
for a better world™

ABB Robotics Customer Service
At your side during the entire robot life cycle



ABB Robotics Customer Service wants to be the reason why customers and partners continue to buy from ABB. We provide world-class service wherever ABB robots and systems are installed.









ABB Robotics is a leading supplier of industrial robots, modular manufacturing systems and services. Our strong solutions focus helps manufacturers improve productivity, product quality and workforce safety. With over 250,000 robots sold around the world, ABB Robotics is second to none when it comes to providing first-rate service.

Our global service presence is unmatched with more than 100 service locations spread across 53 countries. More than 1,300 dedicated specialists provide service and support for our customers and their robots at all times. Our tailored and innovative services keep your robot systems running throughout their entire life cycle.

With ABB Robotics Customer Service you have a partner who cares about the good health of your robot system. From the moment the robot system is installed to the end of its service, regardless of the condition of your robots, we stand ready to help increase the performance, uptime and lifetime. We tailor service packages based on our comprehensive portfolio of world-class robotics services, always in close cooperation with our customers.

The ABB Robotics service offering is presented in a number of service categories, which you can read more about on the following pages.

Service agreements
Securing your productivity. Anytime. Anywhere.



ABB Robotics offers flexible service agreements tailored to customers' exact needs. No production plants are identical and neither are their service requirements.



ABB Robotics' service configurator tool Robot Care.



Jesper Ladegaard, Service Manager, MAN Diesel & Turbo and Ebbe D Højlund, Service Sales Engineer, ABB in front of an IRB 4600 covered by an ABB Robotics service agreement.

We have built in full flexibility into our service agreements, where our customers can make their own choices from a variety of available services. There is always an expert ABB advisor ready to help you select the right service solution.

Peace of mind is a key part of ABB Robotics' service agreements, letting our customers focus on the core business. With increased availability and better performance from your installation, you can be sure to keep your operations well within budget. With a service agreement from ABB, unplanned stops are reduced to a minimum, and when they do happen, ABB can deliver a response within minutes, via our optional Remote Service solution. We take care of your robots, so you can take care of your business.

Benefits

- Peace of mind
- World-class preventive maintenance
- Improved robot system uptime and productivity
- Reduced cost of ownership

Robot Care

ABB Robotics' service configurator tool helps determine an appropriate service level tailored to your exact needs. An ABB specialist will work to your own specific requirements and generate an instant customized service level recommendation.

"I really appreciate ABB's general honesty and openness in discussions on flexible service agreement packages. It really makes for the right solution, perfectly tailored to our needs. For us it's crucial to keep a high uptime on all machinery. Since we use our equipment very hard we need to plan the service in advance and to be able to call the right person for fast on-site service. When we need support, we just use the 24/7 hotline to get help from ABB's Service Team, whose problem-solving skills are outstanding."

Jesper Ladegaard, Service Manager,
MAN Diesel & Turbo, Copenhagen, Denmark

Spares and consumables
Right part. Right time. Right place.



ABB provides original spares and consumables which will maintain your robot in top condition during its entire life cycle, keeping your operations running.



Three ABB IRB 2600 robots at packaging giant Deufol, Heist-op-den-Berg, Belgium.

As your global one-stop supplier of original high-quality new, exchange, repair and spare parts kits with guaranteed availability, we are by your side ready to deliver the right part, at the right time, in the right place.

All deliveries are possible, whether you need economy, express or emergency shipment. Additionally, if you need spare parts available in-house, we can provide package deals and support to recommend which parts to have locally based on your needs. We maintain parts availability 8–10 years after the end of robot series production. Through our robot database, we keep track of each part installed at your site – enabling fast part identification and delivery. Additional support can be offered through the web-based spare parts systems Business OnLine, which provides updated product, price and order status information for almost 35,000 original spare parts.

Features

- Original parts available for 24/7 delivery
- Close to 35,000 original parts of the highest quality in stock
- Full one year warranty on all spare parts
- Online access to detailed parts information

"As a packaging service provider, we must be able to deliver at all times 24/7. During peak season, from July to December, production losses due to unplanned stops are unacceptable. Thus it is essential to have critical parts on site."

Geoffrey Draelants, Operations and Project Engineering Manager, Deufol, Belgium.

Training
For best-in-class competence. Ensuring immediate response.



Skilled and qualified people are necessary to reduce production costs and to exploit the full potential of modern robot technology. Over 20,000 students are trained in our facilities around the globe every year.







1. Employee training to enhance the competence level will pay huge dividends over time. | 2. With ABB's global footprint with over 50 worldwide training locations, we are always close by. | 3. Kongsberg Automotive Cluses plant in France.

The ease of use of ABB robots is unmatched and still there are many additional benefits to be found when using advanced functions. To use your robots in a safe way and to their full potential it is important to keep your personnel up-to-date on the latest technical developments.

Our training philosophy starts at home with our own staff. With increased technical complexity and constantly new technical features and products, it is more important than ever that our training staff have the necessary education and are able to transfer their knowledge to your employees. At the same time, it is just as important that your staff have the ability to get the most out of your robots.

We offer your employees specialized training in more than 50 worldwide locations – training that helps reduce production costs and exploit the full potential of your robot systems.

Our training courses include standard robot training modules, process and applications courses and systems training. Customized training can also be provided to students on site, in an external training facility, or through e-learnings and webinars.

Several of our training centers develop personal development programs, and manuals for all types of automation equipment, systems and production lines.

Benefits

- Increased safety
- Higher job satisfaction
- Reduced employee turnover
- Improved uptime and productivity
- Reduced production costs

"We have been working exclusively with ABB Robotics for several years. The new service agreement ensures that our robots are well maintained at all times to prevent productions stops and lets us control our maintenance costs associated with training and spare parts."

Ulrich Grabiasz, Maintenance Manager,
Kongsberg Automotive, Cluses, France.

Extensions, upgrades and retrofits
Improved performance.
Maximized robot life cycle.



A flexible and affordable path to evolve to the latest robot system hardware and software technology.

1.



2.



3.



1. Upgrade to IRC5 for the latest in robot controller technology. | 2. Spring driven, the FlexPendant Retractable Cable system for teach pendants is a fast and easy way to maintain a clear and safe work area. | 3. Upgrade your robot paint system with the environmentally friendly RB1000-EXT Atomizer for reduced paint consumption and ultimately lower costs thanks to its high transfer efficiency.

An ABB robot's life cycle not seldom exceeds 20 years. Life cycles can be prolonged through service retrofits and upgrades. Product and process equipment upgrades improve the performance of older equipment. The result is a significant improvement in safety, reliability, quality and performance.

Hardware upgrades

Product upgrades are designed to improve performance and extend both the functionality and the lifetime of the product, thereby providing the best possible return on investment by phased migration to the latest technology. It is an attractive alternative to keeping other parameters of the production unit versus making additional investments.

Retrofits

Robot equipment that is at the end of its life cycle can be replaced by retrofits, leading to improvements in reliability, safety and ultimately performance.

Benefits

- Safe operations according to the latest standards
- Extended robot equipment life cycle
- Access to original parts
- Improved reliability, performance and quality

"We work great as a team with ABB Robotics to resolve BMW issues and concerns to meet our manufacturing needs, with direct support onsite from ABB and bi-weekly meetings to address any issues and future needs. We are very pleased with the controller upgrade to IRC5 from the S4C+ controllers, bringing reduced downtime, faster recovery plus common equipment for the maintenance staff to work on, which means that less training is required."

Darrell Carter, Supervisor,
BMW Manufacturing Co, Spartanburg, USA.

Replacements
Revitalizing your robot system



We help our customers to replace robots or robot controllers for the latest models in a matter of hours.



Replacing existing equipment with a new ABB robot arm or controller is an alternative to a completely new installation. The replacement's superior efficiency and performance ensure a very short payback time. ABB provides fast and reliable solutions when your robot controller or robot arm needs to be replaced, or when you prefer to harmonize your installed systems.

Replacements are provided with proper preparation, pre-programming and program simulation. ABB has developed unique and innovative new technologies for backward compatibility, such as stand-alone control systems to run previous robot model generations. Replacement can also be performed on process equipment like welding guns and atomizers. ABB has developed standard plug and play packages to limit production downtime.

If you wish to extend the production of your equipment with the same production process without having to stop the production for days to redesign a new cell, or if you have limited time to look for a new solution, or if you are lacking personnel skills to keep your old equipment, then replacement is the best solution for you.

As an original equipment manufacturer, ABB has full access to complete engineering resources for upgrading and improving existing assets. Revitalize your robot system within hours and restart your production with the latest technology and best performance from ABB.

Benefits

- Increased reliability, availability and performance
- Get the latest technology
- Reduced life cycle costs
- Compliant to the latest safety standards
- Avoid obsolescence of equipment
- Fast cost-effective solution
- Reduced cycle time

Repairs
Reduce downtime. Maximize uptime.



Our service teams are on call 24/7 to provide the support you need to maximize your productivity no matter the type, model or age of the robots.



Our repair offer includes technical support, remote troubleshooting, on-site repair, corrective maintenance and workshop repair.

Technical support

ABB technical support is there for you, answering anything from a quick technical question up to advanced product and application support, or to request services via telephone, e-mail or via web inquiry.

Remote troubleshooting

With ABB's patented wireless Remote Service troubleshooting tools we are able to provide a dedicated expert that can be virtually on site within 5 minutes – an expert on-demand, remote support assistance in the event of a specific problem or failure. ABB specialists analyze and guide your staff through the fault-finding process and help determine the cause of a problem, solve it and restore operations.

On-site repair

The last thing you need is an unplanned stoppage. It is good to know that ABB robot specialists are on call in 53 countries in more than 100 locations. We can assist you in a matter of hours, or within minutes using ABB's patented wireless Remote Service, avoiding costly production losses.

Corrective maintenance

ABB supports different maintenance strategies. In case you opt to focus on corrective repairs, rather than preventive, ABB is there for you to restore your robot.

Workshop repair

Workshop repair in authorized workshops includes:

- Detailed incoming audit and report on original testing equipment
- Complete dismounting, parts checking and cleaning processes
- Parts replacement
- Final assembly, tests and audit report
- Painting of motors and mechanical parts
- Protective packaging for fast delivery

Benefits

- Reduced production losses
- Fast, professional and predictive service provided 24/7
- Improved uptime and productivity

Maintenance
Higher availability. Better profitability.



Count on ABB Robotics to support your maintenance needs throughout the entire robot life cycle.

Maintenance from ABB Robotics includes preventive maintenance, remote condition monitoring, life cycle assessment, inspection and diagnostics, refurbishment and reconditioning services.

Preventive maintenance

Scheduled preventive maintenance reduces the likelihood of a failure or component deterioration. Maintenance is carried out regularly or based on robot condition. Preventive maintenance consists of regular inspections and maintenance plus predefined component replacements.

Remote condition monitoring

Monitoring the health of your robots 24/7 with ABB's patented wireless Remote Service increases robot uptime and productivity while reducing the cost of ownership. Your robot system is continuously monitored and an automatic alert is generated when the robot condition changes or a problem arises. Remote Service can generate a maintenance schedule on the basis of actual usage which can reduce your maintenance costs. Up to 50% of unplanned stops can be prevented, while robot systems can be brought back into production remotely, avoiding valuable production losses. Via the MyRobot webpage valuable and up-to-date information about your robots is available at your fingertips at any time, at any place and on any device.

Regular system health checks and reports are provided utilizing secure remote connections. During scheduled sessions, data is downloaded and measured against established performance benchmarks. Based on the findings, maintenance recommendations can be provided.

Life cycle assessment

ABB Robotics can offer appropriate maintenance paths to upgrade equipment reliability based on a service assessment performed by our service experts on-site.

Inspection and diagnostics

Inspection and analysis of robotics equipment allows for maintenance to be performed in a targeted and economical manner. Inspection and diagnostics can help provide useful information regarding the condition of robotics products and systems, thereby reducing costs and avoiding unnecessary maintenance, and improving operational efficiency and extending asset life.



Refurbishment and reconditioning services

Refurbishment, also known as reconditioning of equipment in an authorized workshop, includes full inspection.

Benefits

- Improved uptime and productivity
- Optimal performance during the robot life cycle
- Lower total cost of ownership

"Avoiding unplanned stops is one of the key features of Remote Service. All our robots are continuously monitored and in the event of condition changes or alarms, the system automatically notifies ABB technicians to conduct remote diagnosis and to act to avoid potential failures. Avoiding failures is equal to avoiding production losses which contributes to the total productivity."

Geoffrey Draelants, Operations and Project Engineering Manager, Deufol, Belgium.

Installation and commissioning
Start production faster and more efficiently



We know how to get the best out of your ABB robots. Count on our experts for smooth installation, commissioning, start-up and high reliability.

Installation and commissioning of ABB products and systems is one of our core competencies. Our simulation tool, RobotStudio®, helps reduce installation, commissioning and start-up time. With the help of RobotStudio® we provide high-performance programs that deliver benefits throughout the entire robot lifecycle.

We offer commissioning engineers with extensive experience in robots and robot systems. Their know-how, backed by the expertise of our design team, makes commissioning fast and smooth and lays the foundation for reliable and efficient operation.

Benefits

- Reduced installation, commissioning and start-up time with RobotStudio®
- Safe operations according to the latest standards
- World-class experience within installation, commissioning, simulation, and programming services
- Improved performance and uptime
- Increased reliability and efficiency

Advanced services
Tailored high-tech solutions. Optimized production efficiency.



Enhancing your robot performance through tailor-made advanced services. Intelligent services for the right actions at the right time.

Whether it is equipping robots with Remote Service, or providing data back-up, or remote access solutions or the latest software, ABB Robotics, with more than 250,000 robots sold worldwide, will provide customized services to address your specific needs.

Data back-up services

What would happen, if by accident, your valuable robot programs were to be lost or damaged? How many days, or weeks, of reprogramming and fine-tuning would be needed to restore all the settings and programming values?

Not a week goes by without ABB Robotics getting a request to help restore lost programs. Remote Service backs up your system automatically, giving you peace of mind.

ABB Robotics provides a range of advanced services for robots and robot systems including:

- Remote Service
- Data back-up
- Remote access solutions
- Software updates

Benefits

- Safe operations according to the latest standards
- Access to the latest in powerful hardware and software technologies
- Improved uptime and productivity
- Reduced production losses

End of life services
Bringing new life to used equipment



We bring new life into old equipment and are able to extend the life of your equipment.

Having the single largest inventory of used and reconditioned robots and equipment, ABB Robotics is able to deliver a reliable robot in no time. An ABB certified refurbished robot is a used robot that has undergone a rigorous 152 point reconditioning process, fully according to the manufacturing procedures and supplied with a 12-month warranty.

Our global inventory contains hundreds of reconditioned robots, which are ideal for customers who are matching an existing robot installation, settling for classic controls technology or are on a tight budget.

Need a robot real quick? We probably have the exact model and related equipment, for instance the tooling for spot welding or arc welding, you need.

Benefits

- Cost-efficient and reliable solution to help keep your productivity high
- Fast overnight delivery
- Compliant to the latest safety standards
- Access to ABB Robotics' wide range of reconditioned robots

Engineering and consulting
Optimized performance. Competitive advantage.



Engineering and consulting help improve the performance of production processes. We leverage our network to provide the best solutions for you.

ABB Robotics' engineering and consulting service takes care of all non-standard requirements that customers have during procurement, operation and maintenance. ABB Robotics uses years of experience to deliver customized solutions for optimized availability, reliability, maintainability and safety.

Use ABB Robotics' extensive know-how, diagnosis, benchmarking and audits to identify opportunities for improving system and equipment performance. We focus on helping customers get the most from their production equipment, including uptime, productivity and quality.

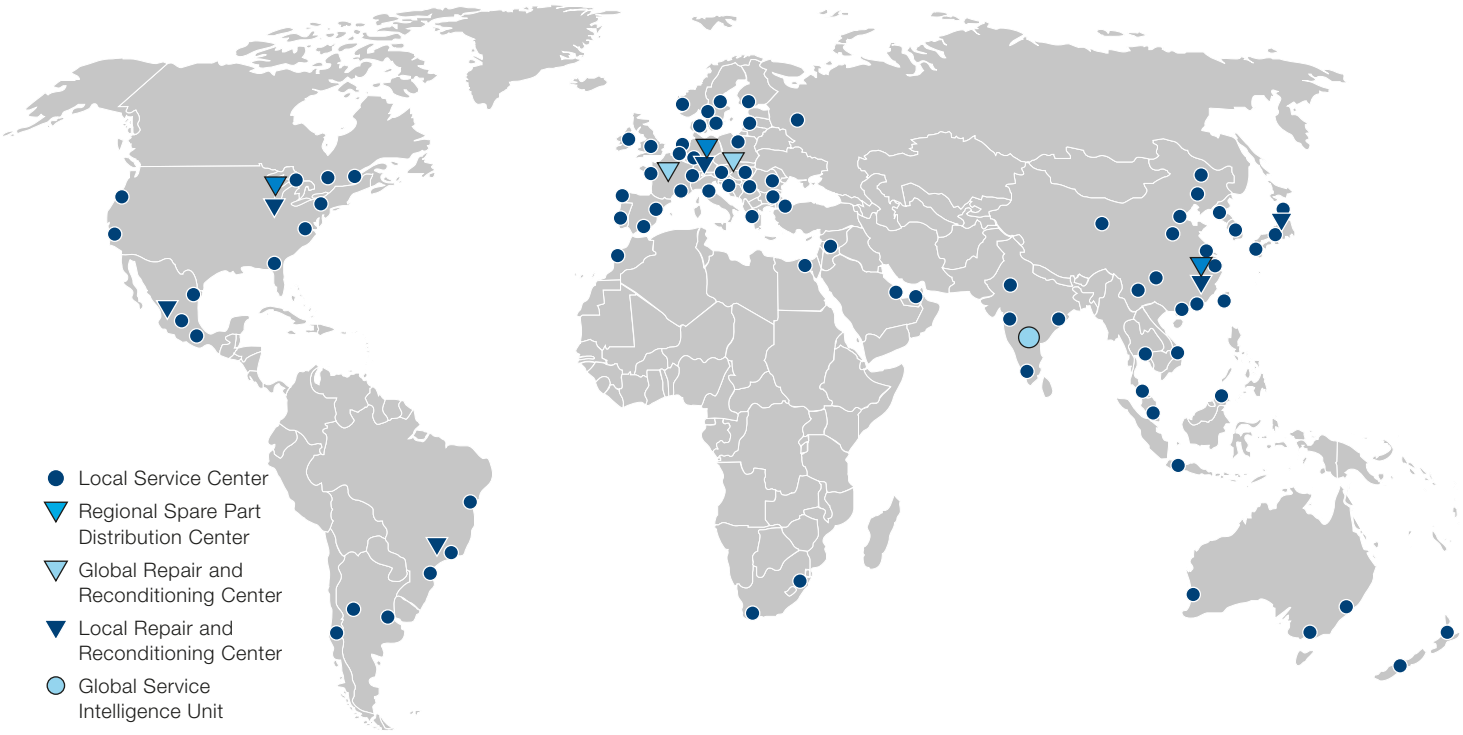
Benefits

- Optimized system and equipment performance
- Improved uptime and productivity
- Increased availability and quality
- Improved maintainability and safety

ABB Robotics Customer Service
At your service. Worldwide.



Over 1,300 service employees all over the world are available to provide service and support for your robots and robot equipment.



To contact your local ABB Service Center visit www.abb.com/robotics and select your country.



Our skilled engineers operate on all major markets around the globe and provide world-class service to customers every day. Each year, our global service organization receives more than 300,000 customer calls through our technical support centers. We carry out more than 30,000 service interventions and we train more than 20,000 participants at our training centers worldwide.

With a staff of over 1,300, many of which are present at our customers' premises every day, ABB is an unmatched force in the world of robotics service. We pride ourselves in our ability to always respond to our customers' requests with the right skills and the right tools, in the shortest time possible.

ABB Robotics Customer Service supports customers around the world from more than 100 locations.

Regional Spare Part Distribution Centers support customers with spare parts 24/7. Our Global and Local Repair and Reconditioning Centers rebuild and repair customers' robots and parts to specification and refurbish used robots to like-new condition. The Global Service Intelligence Unit monitors the status of robots using Remote Service.

Benefits

- Fast issue resolution and local support
- Right competences to support your needs
- Original spare parts available for 24/7 delivery
- Maximized equipment lifetime
- Extended mean time between failures
- Reduced mean time to repair

"We are truly satisfied with what ABB has done for our production line. With our new, easier-to-understand controller system and reduced maintenance from standardization with our other factory systems our robotic systems are prepared for the future."

Project Manager, Kia Motors,
Hwasung, South Korea.

Contact us

www.abb.com/robotics

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