

## ABB Robot Care Packages

Securing your productivity.  
Anytime. Anywhere.

ABB Robotics offers four flexible Robot Care packages tailored to your needs. Peace of mind and increased availability through ABB Robot Care, allows you focus on your core business.

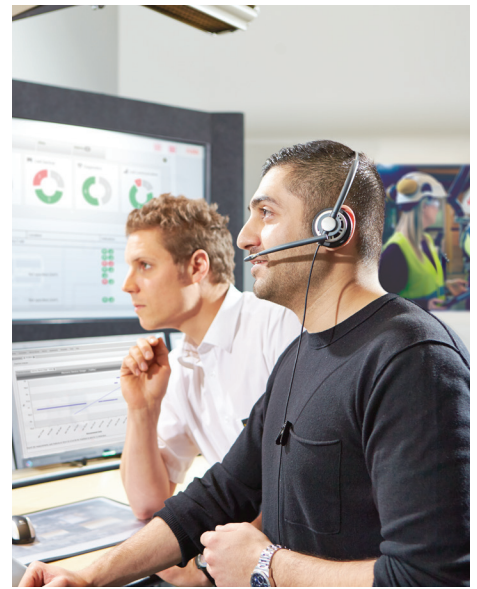


With increased availability and better performance from your installation, you can be sure to keep operations running within budget. A service agreement with ABB, ensures that unplanned stops are reduced to a minimum, and if they occur, ABB can deliver fast response tailored to your needs, further supported via our optional Remote Services solution. We take care of your robots, so you can take care of your business.

### Robot Care Packages

We have built in full flexibility into our service agreements, where you can make your own choices from four core service packages. Within the selectable options from our service agreement configuration tool, our experts stand ready to help you choose the service solution that suits your needs. Read on, to learn more about our Robot Care packages.





### ABB Base Care

Base Care, included with the purchase of our products, helps you resolve any issues you may encounter, including access to ABB's global support and warranty services. Should you have a query, ABB's unique access to your robot history provides faster recovery of your robot status, restoring your production quickly. We keep track of your robots' health status and service history to diagnose and resolve problems swiftly. Upon request, and at standard cost, ABB certified Field Service Engineers stand by to support with on-site audits, repair and response to any unforeseen disruptions.

#### Features

- Technical support via telephone and e-mail during office hours
- Access to myABB self-service portal ([www.abb.com/myabb](http://www.abb.com/myabb))
- Access to spare parts inventory
- Remote Services connectivity during warranty
- Escalation to field service response

### ABB Plus Care

Plus Care includes the benefits of Base Care, plus annual preventive maintenance, inspection and servicing in accordance with ABB's global product standards. This, together with prioritized technical support, maintains the reliability and performance of your robot installation. Our engineers' condition reports will also highlight the current status and provide our recommendations to maintain the robot in optimum condition. An additional benefit of having a Plus Care agreement, includes the preferential services of an ABB Field Engineer to support you on site, offered at a reduced rate over our standard charges.

#### Features

- All of the Base Care features
- Maintenance as per ABB's recommended procedures
- Comprehensive condition report
- Commitment to call back within an agreed timeframe
- Preferential rates on field service interventions

### ABB Premium Care

Premium Care includes the benefits of Plus Care, plus extended out of office hours telephone support and guaranteed response time to site. Running multi-shift operations, we provide you with access to ABB's global spare parts network around the clock, enhancing availability and productivity. Our Remote Services backup capability also ensures fast disaster recovery, allowing you to focus on your core operations.

#### Features

- All of the Plus Care features
- Guaranteed response time to site
- Extended opening hours response
- Disaster recovery service
- Priority call handling
- 24 hour access to global spares inventory

### ABB Performance Care

Performance Care includes the benefits of Premium Care and will offer true peace of mind, should an unexpected failure occur. A key feature of Performance Care is an extension of ABB's own warranty, which provides parts and labor coverage to support and maintain your robot assets. All warranty related robot call-outs are inclusive for replacement items from our extensive spares stock. The package also includes a guaranteed response time to site for field service interventions. In addition Remote assistance is also included, with advanced analytics and reporting. This premium package provides you with the reassurance that your costs are fixed at an all-inclusive price.

#### Features

- All of the Premium Care features
- Extended warranty
- Configuration support via Technical Support
- 24 hour telephone support as standard
- Remote Access
- Advisory reporting and recommendations via MyRobot

# Robot Care Package Overview

## Technical Support

	Base Care	Plus Care	Premium Care	Performance Care
<b>Questions</b>				
Product or quality issues / Corrective Maintenance	X	X	X	X
Product information - Spare Parts , Documentation	X	X	X	X
Consultancy (Commissioning / Configuration / Programming)				X
<b>Opening hours</b>				
8 / 5 (Office hours)	X	X		
16 / 5			X	
24 / 5			X <sup>3</sup>	
24 / 7				X
<b>Reaction time</b>				
Hotline (no commitment on reaction time)	X	X	X	X
Call back within 1 hour		X	X	X
<b>Ways of communication</b>				
Telephone	X	X	X	X
E-mail	X	X	X	X
<b>Supporting Tools</b>				
Remote Monitoring	X <sup>1</sup> during warranty	X <sup>1</sup>	X <sup>1</sup>	X
Remote Software Backup			X	X
Remote Access				X
Remote Advanced Analytics				X
<b>Language</b>				
Local country language	X	X	X <sup>4</sup>	X <sup>4</sup>
English			X	X

## Maintenance

	Base Care	Plus Care	Premium Care	Performance Care
<b>Onsite Response Time<sup>2</sup></b>				
Best endeavor Mo-Fr office hours	X	X		
24 / 5 normal work week			X	
24 / 7			X <sup>3</sup>	X
16 h			X <sup>3</sup>	X <sup>3</sup>
12 h			X <sup>3</sup>	X <sup>3</sup>
8 h			X <sup>3</sup>	X <sup>3</sup>
4 h			X <sup>3</sup>	X <sup>3</sup>
<b>Preventive Maintenance</b>				
Annual		X <sup>5</sup>	X <sup>5</sup>	X <sup>5</sup>
<b>Labour costs for call out</b>				
Standard rate	X			
Discounted rate		X	X	X
Included				X
<b>Spare Parts</b>				
Included for Extended Warranty				X
Not included	X	X	X	

- 1) Costs related to additional hardware will be charged  
2) From service request to signing in at customer premises (gate)  
3) As per country specific agreement  
4) Local language only during office hours  
5) Optional Preventive Maintenance outside office hours

For more information please contact:

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**[www.abb.com/robotics](http://www.abb.com/robotics)**

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