



2019

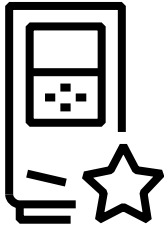
Initial Care

The initial step in your ABB care journey



Initial Care

More than just a warranty – A promise that we CARE



Initial Care offers easy access to ABB drive service expertise for **all registered ABB medium and large drives** during the initial warranty period. This is the complimentary entry level to our comprehensive ABB Drive Care agreement portfolio, that is designed to ensure that the drive provides a lifetime of reliable operation.

ABB Drive Care

A specific service agreement offering for each life cycle phase of a Drive

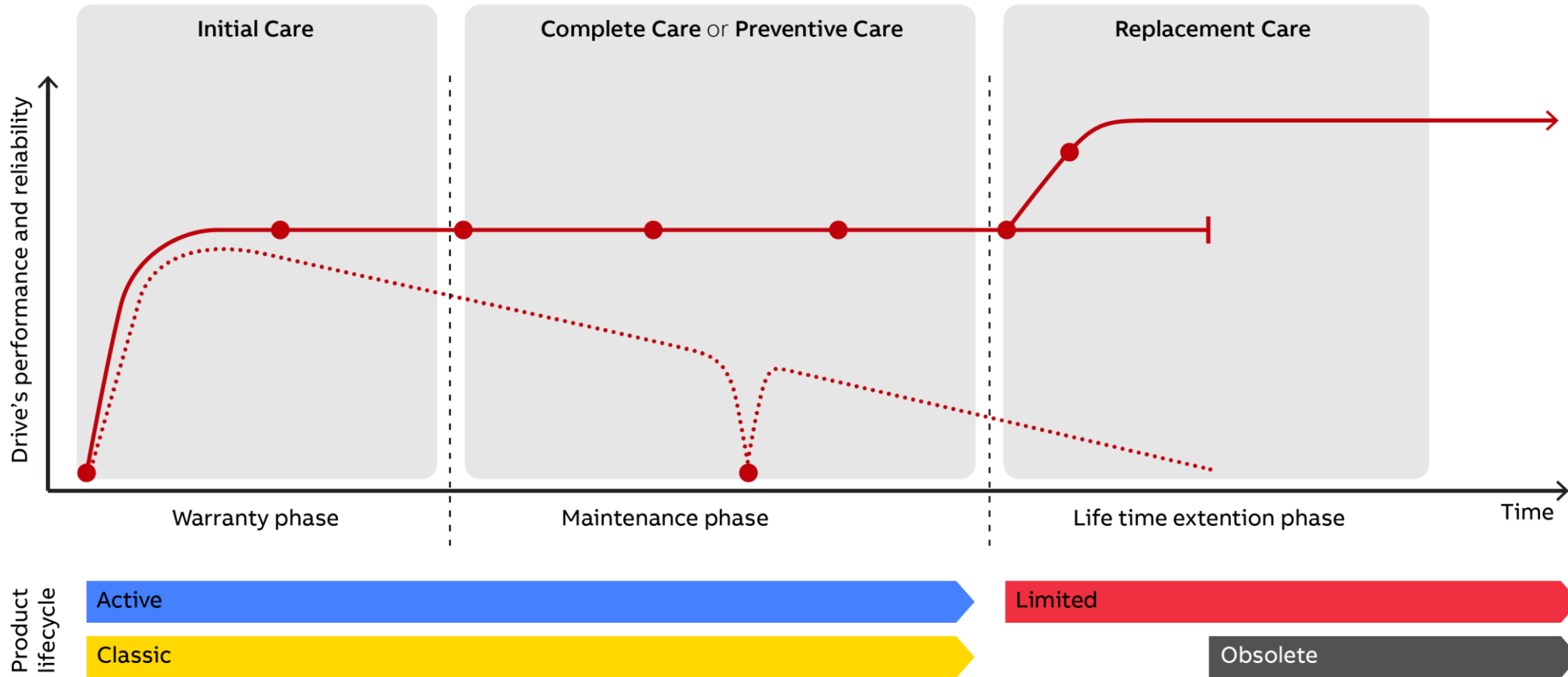
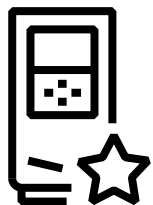


ABB Drive Care

ABB Drive Care 4 levels to fit the customer's specific needs

Initial Care



Free complementary service during warranty time which includes repairs, technical support and for Medium Voltage Drives also a free 1 year trial of our ABB Ability™ remote services.

Preventive Care



Extended lifetime of drives due to replacement of aging components.
Preventive Maintenance kits and labor for exchange included.,

Complete Care



Fixed annual maintenance fee covering unexpected failures and replacement of aging components
Preventive Maintenance kits, repair parts and labor included.

Replacement Care



An ABB drive of an agreed size and family is provided to replace, in case of failure, a non-ABB drive or an ABB drive in Limited or Obsolete phase *

Full support and coverage from warranty to replacement

Initial Care Scope

More than just a warranty – A promise that we CARE

Standard Initial Care scope

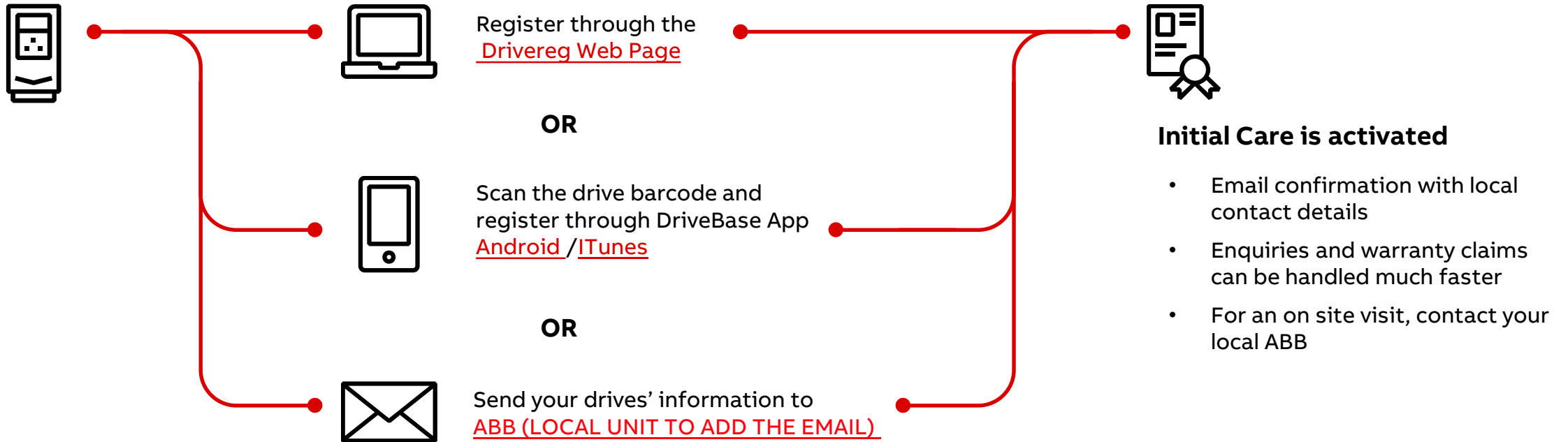
Subject to local availability

Spare Parts	On Site Repair	Telephone Support 5 x 8	Technical Escalation	Remote Assistance & RCM For MVs ¹	Spares Fast Access	Priority Site Response	Telephone Support 24 x 7	Annual Visual Inspection	Site Lifecycle Audit	Remote Assistance & RCM For LVs	myABB portal
✓	✓	✓	✓	✓	○	○	○	○	○	○	○
Warranty Exchange of faulty parts.	Engineer on site to diagnose and repair faulty unit	Access to telephone support for advice, guidance and issue resolution during normal working hours	Escalation if needed to global experts who handle specialist support	Remote Support in case of failure and condition monitoring data via portal	Access to local spare parts stocks for fast turnaround	Defined maximum response time to site by engineer i.e. 3 Days	Access to round the clock local telephone support with defined response time	Annual Visual inspection. Timed at ABB's discretion, non intrusive	One off Lifecycle audit of site installed base. One day 'lite' LCA	Remote Support in case of failure and condition monitoring data via portal	Access to drive related myABB content

All complementary services are just one registration away

Drive registration

Three ways to register

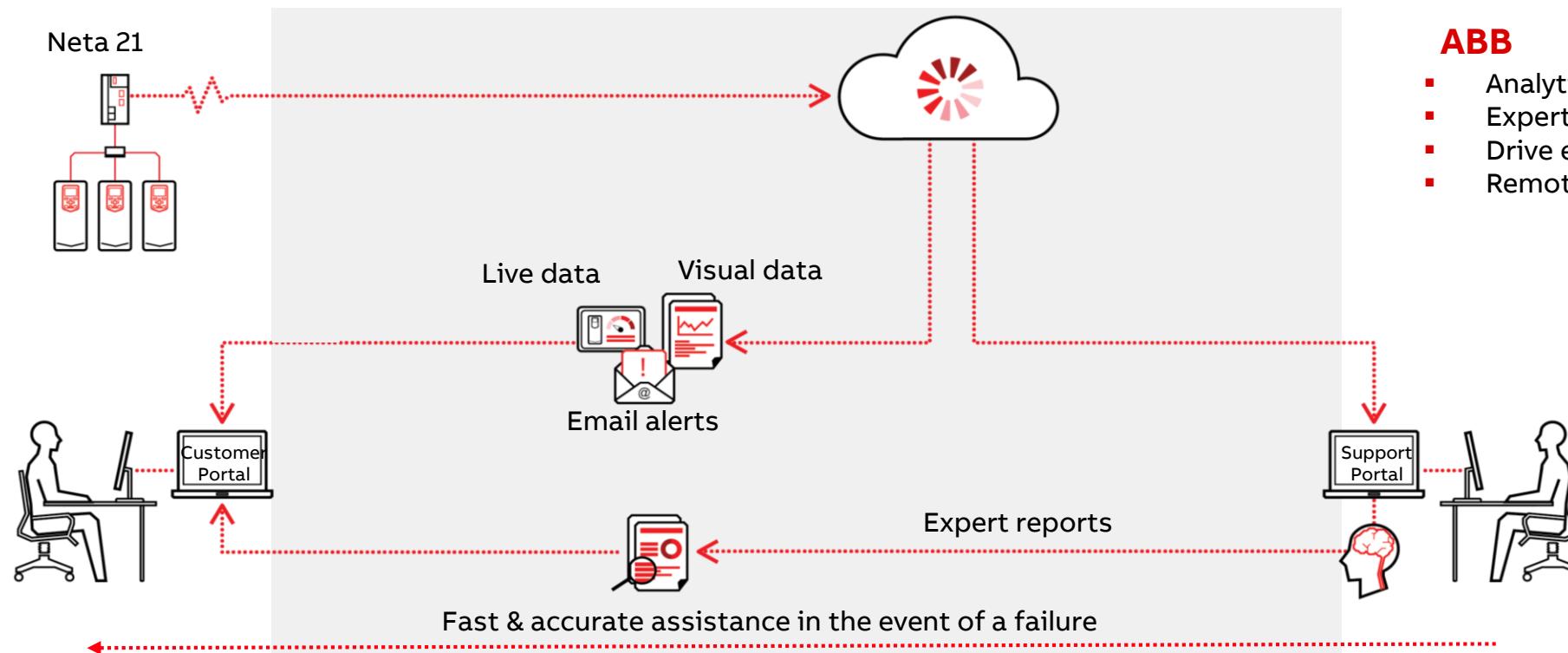


Initial Care for Medium Voltage Drives

ABB Ability remote services for a 1 year free trial period

OPTIONAL
ONLY SHOW IF A MV DRIVE CUSTOMER

Customer



ABB

- Analytics
- Expert comments
- Drive expertise
- Remote assistance

Contact your local ABB to check availability and enable this service

Summary

Initial Care Benefits



- Responsive onsite support for the faulty drive
- Fast exchange of faulty components and access to original ABB spare parts



- Access to telephone support for advice, guidance and problem solving during your normal local working hours



- Proactive advice on best practice maintenance and lifecycle management



ABB Drive Care reduces the risk of downtime even further throughout the lifetime

Activate the service



Start registering!

- Mass register drive deliveries
- Register when in touch with customers



Start discovering!

- Analyze DIB Dashboard for opportunities
- Create LCA reports for end-customers



Start Selling!

- Offer dedicated Drive Services
- Win new business



ABB