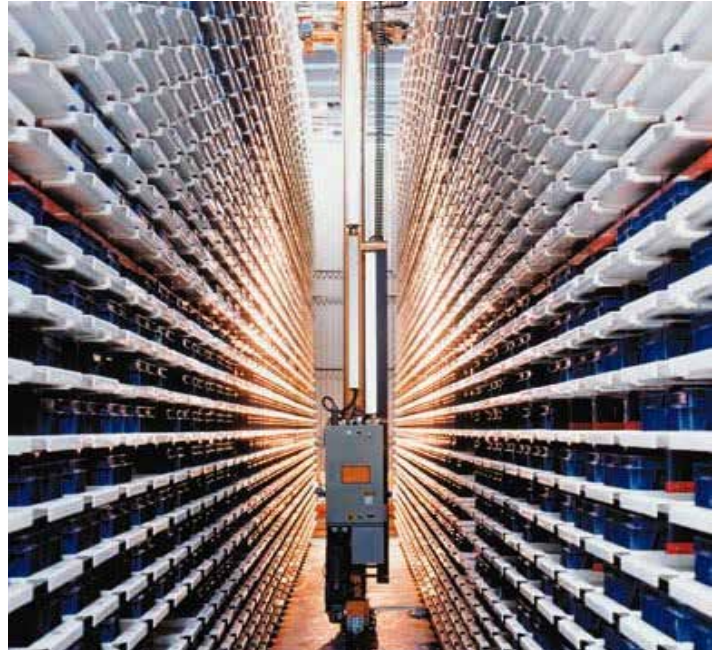


Service note

Spare part services for ABB drives

ABB's life cycle management model ensures spare part availability through the entire life cycle of your drive.

The standard spare part service aims to provide our customers with the right spare part, in the right place, at the right time.



Ordering online

cBOL, ABB's real time spare part information and ordering system, ensures quick and easy ordering. Using this system customers can find information about more than 100,000 spare parts, their availability, in what equipment they are used, technical details, and photographs. Orders can be made around the clock with a click of the mouse.

ABB, along with our third party channel partners, stock drives and spare parts locally, providing high availability and ensuring prompt delivery. To minimize our customers costly downtime, ABB's logistics network operates 24 hours a day, 7 days a week, using air freight and express courier services.

Standard spare part services

Benefits

- Reliable part availability minimizes customer downtime
- Lower customer inventory and decreased long-term ownership cost
- 24-hour access to extensive spare parts information and ordering capability via cBOL
- Genuine, factory certified ABB parts ensuring higher product uptime
- Delivery using optimal means of transport resulting in fast, cost-effective arrival of spares
- Easy-to-order via cBOL

Service provides

- Professional customer service
- Deliveries in ESD protective packages
- Dispatching of spares

24-hour emergency spare parts service

In emergencies, ABB provides customers with a 24 hour spare parts service and guaranteed delivery of spare parts in the shortest time possible.

For more information please contact:

ABB Inc.

Drive Services

16250 W. Glendale Drive

New Berlin, WI 53151

Phone: 1-800-752-0696 (Option 1)

E-Mail: abb.mail@us.abb.com

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