



# ABB Drive Services

Your choice, your future

# Your choice, your future

## The future of your drives depends on the service you choose.

Whatever you choose, it should be a well-informed decision. No guesswork. We have the expertise and experience to help you find and implement the right service for your drive equipment. You can start by asking yourself these two critical questions:

- Why should my drive be serviced?
- What would my optimal service options be?

From here, you have our guidance and full support along the course you take and throughout the entire lifetime of your drives. In this brochure we give you a concise overview of ABB drives service options for you to make an informed choice about your drive's future.

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# Services to match your needs

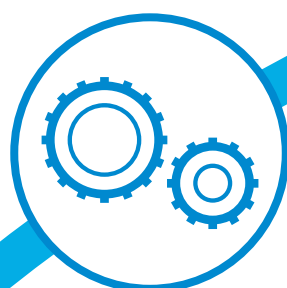
Your service needs depend on your operation, the life cycle of your equipment and your business priorities. We have identified our customers' four most common needs and defined service options to satisfy them. What is your choice to keep your drives at peak performance?

## Is uptime your priority?

Keep your drives running with precisely planned and executed maintenance.

### Example services include:

- ✓ Drive Care Agreement
- ✓ Commissioning
- ✓ Spare Parts
- ✓ Preventive Maintenance
- ✓ Drive Exchange



Operational  
efficiency

## Is rapid response a key consideration?

If your drives require immediate action, our global network is at your service.

### Example services include:

- ✓ Technical Support
- ✓ Drive Exchange
- ✓ On-site Repair
- ✓ Spare Parts
- ✓ Training



Rapid  
response



## Need to extend your assets' lifetime?

Maximize your drive's lifetime with our services.

**Example services include:**

- ✓ Preventative Maintenance
- ✓ Hardware Upgrades
- ✓ Control Upgrades
- ✓ Retrofits



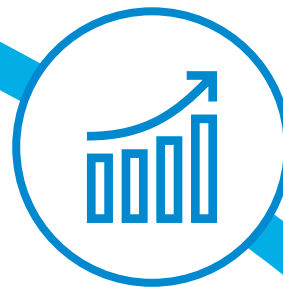
Life cycle management

## Is performance most critical to your operation?

Get optimal performance out of your machinery and systems.

**Example services include:**

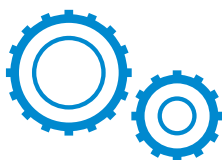
- ✓ Drive Care Agreement
- ✓ Training
- ✓ Preventative Maintenance
- ✓ Hardware Upgrades
- ✓ Control Upgrades
- ✓ Retrofits
- ✓ Workshop Repair



Performance improvement



## Operational efficiency



We help you optimize the availability and efficiency of your equipment which helps to improve the profitability of your assets.

Your operation depends upon the most optimal configuration, set up and maintenance program. When it comes to important operations, you want to make sure that everything is done just right from the start. From commissioning to spare parts and preventive maintenance, we are with you the whole way.

### Commissioning

You have all the support you need to correctly commission and run your drives efficiently. On your request, ABB-certified engineers can undertake the commissioning for you. Well-commissioned drives lead to lower operational costs due to less risk of downtime and optimized performance of the drive.

### Spare Parts

Wherever you are, we strive to ensure that you run a trouble free operation. When you first order your drive, it is also smart to invest in spare parts in order to be prepared and to reduce your risk of downtime. We always provide genuine ABB spare parts and can get them sent out as quickly as possible. We provide a one year warranty on individual spare parts and spare part kits.

### Preventive Maintenance

Preventive maintenance helps to reduce the total cost of ownership by reducing the risk of downtime. Drive inspections and component replacements help to keep the drive running at peak performance and extend the life of the drive. The predictability and carefully planned scheduling of Preventive Maintenance, leads to operational drive efficiency. From Preventive Maintenance Service, Spare Drive Maintenance, or Preventive Maintenance Kits, there is something for everyone to keep costs down and lifetime performance optimal.



# Rapid response

There are times when the unexpected happens and you need support, a replacement, repair or a part right away. Rapid response service is your top choice to addressing these concerns promptly and with ease.

## Technical Support

We are available 24 hours a day, 7 days a week, 365 days a year for whatever technical, advanced product or application support you need. Our drive experts offer a rapid response time and can often provide first contact problem resolution.

## Drive Exchange service

If your drive or module fails, we swap it for a fully tested exchange unit to get your critical applications up and running quickly. It's a far more efficient alternative to repairing an installed drive or purchasing a new one. Your exchange drive has a one-year warranty and, when possible, is dispatched within 24 hours from receipt of order.

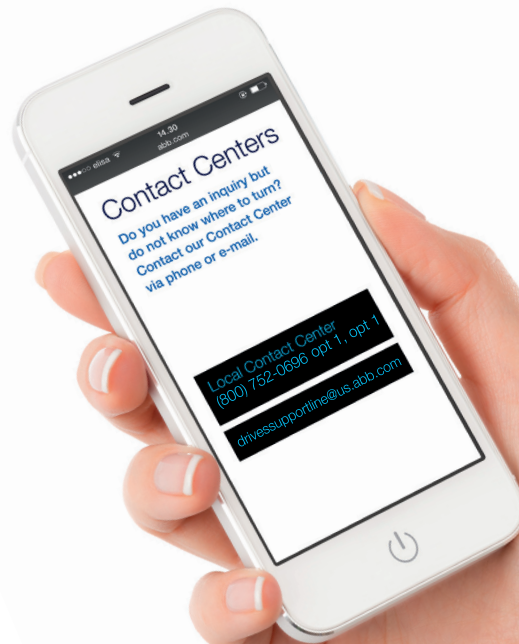
## On-site and workshop repairs

When rapid repair is necessary, we will dispatch a local service partner or ABB field service engineer to troubleshoot and repair the drive following factory instructions. Service personnel are typically dispatched within 24 hours of order placement to reduce your downtime exposure.

If it is not possible to fix a drive on-site, our state-of-the-art workshop is perfect for an in-depth inspection, repair, cleaning, and testing of your drive. All work is full-load tested and backed by a one-year warranty.



We promise fast and flexible service response to restore your production or process to full working order within the agreed timeframe.



# Life cycle management

One of the most important aspects in defining service solutions is knowing the exact status and condition of your business infrastructure. Our extensive experience and focused solutions help you extend and optimize the lifecycle of your drives.

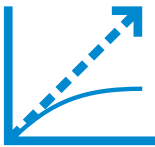
## Control and Hardware Upgrade Services

An upgrade to the control or hardware portions of a drive maintains the existing drive family, but brings the drive up-to-date with the current components in the family. Investment costs and process downtime are minimized and the solution increases the productivity of the drive while extending its life.

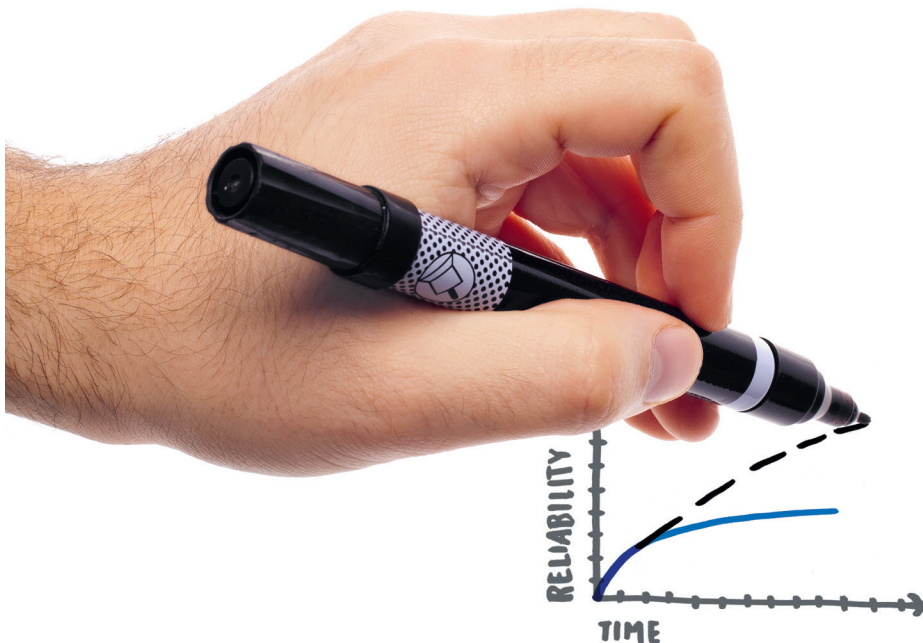
## Retrofits

The most cost effective solution to modernize your drive to the newest generation, with immediate improvement in performance. The drive or drive system is partly or completely replaced with that of the newest generation ABB drive and ready to perform as you need it. Existing cabinet, cables, and automation systems typically remain in use. Retrofits are typically performed on-site during scheduled downtime. This option extends the life of the process or production, increases productivity, reduces downtime and is cost effective.

In addition to retrofitting an existing ABB drive, we can help you by retrofitting extinct and non-ABB drives. Our longevity in the industry and global experience and engineering capability has enabled us to create optimal solutions for any retrofit opportunity.



We provide you powerful tools and our knowledge base to analyze, optimize and extend the life cycle of your drives.







# Performance improvement

Your performance depends on how you and your staff manage and maintain your drive, just as much as the technology or engineering inside it. By keeping your drives properly maintained and up-to-date and your employees fully trained, you ensure better performance.

## Training

You will have the most up-to-date maintenance and competent service teams with our training courses and e-learning opportunities. Proper training will enhance safety, develop your staff's confidence, motivation, and their troubleshooting skills. Training within your staff, improves drive productivity and site safety. Training also reduces downtime due to increased troubleshooting skills and an extensive knowledge of drives.

## ABB Drive Care Agreements

Your business performance and efficiency depends on your choices. ABB Drive Care agreements let you focus on what you do best, while your drives run smoothly. Drive care is flexible. It can come in the form of a predetermined agreement, like our Complete Care repair and maintenance agreements. Or, it can be customized to fit your needs, for example by adding a prepaid block of hours to use for training or other activities. With your drive performance optimized and your cost control improved, it's your way towards less unplanned downtime and easier maintenance budgeting.

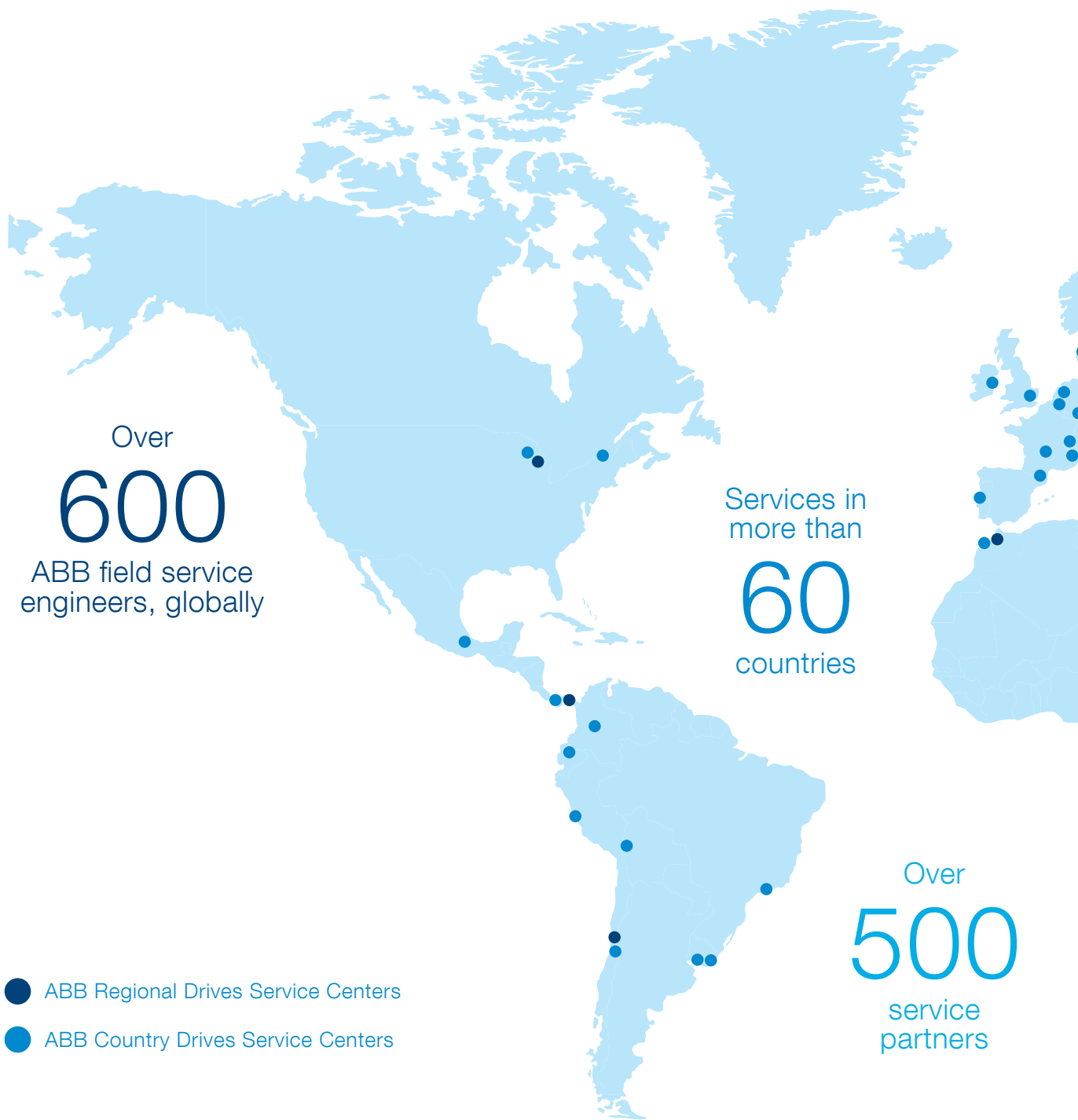


We offer you a strategic partnership in improving productivity, safety, cost and energy efficiency of your equipment.

# You choose, we respond. Globally.

When you make the decision to choose our expert drive service solutions, we are with you every step of the way. To guide and facilitate whatever service choices suit your business, for the drive's entire lifetime.

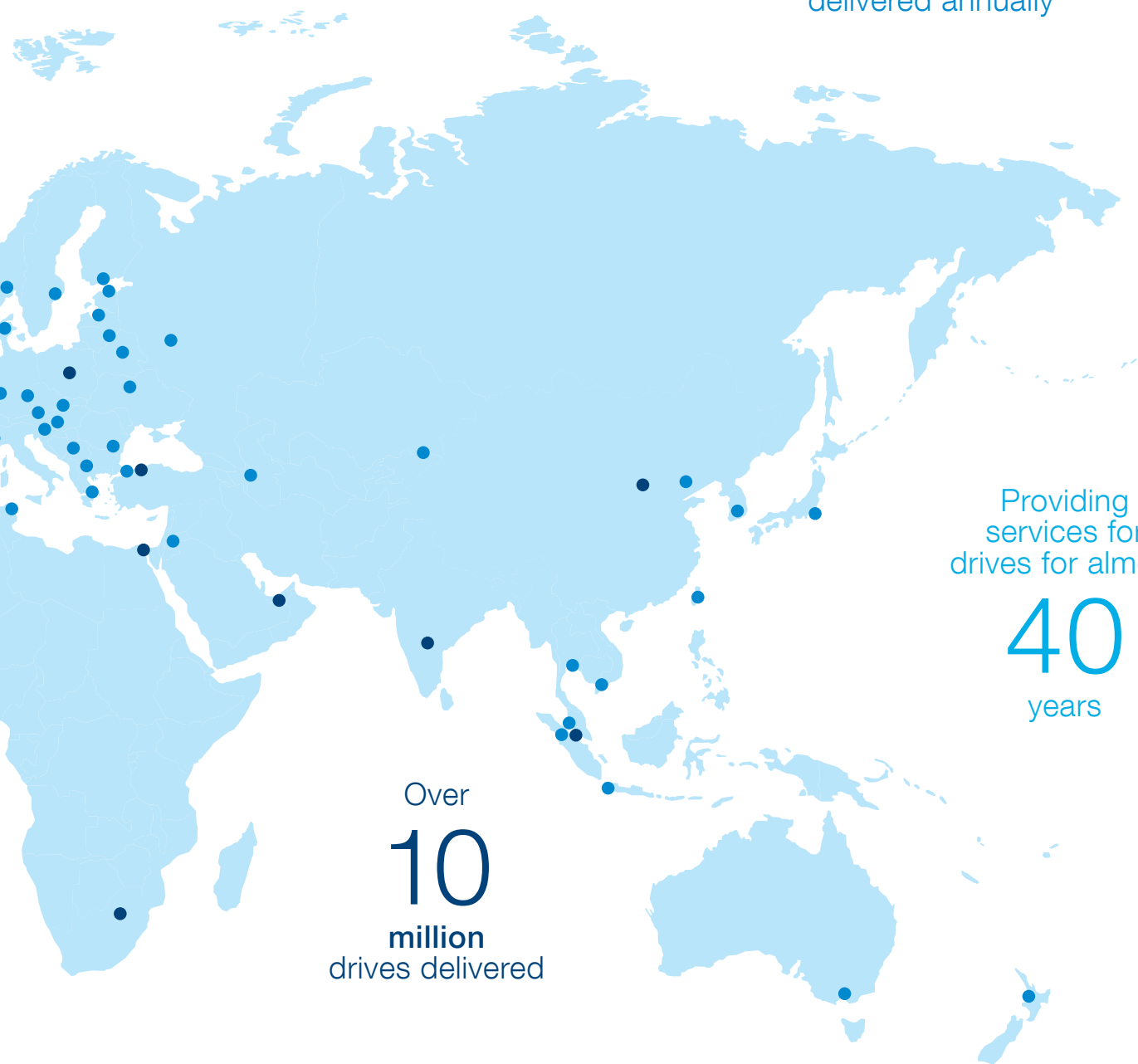
For decades we have built one of the most precise and comprehensive global service networks. It is well structured to ensure that you have all the experts close at hand, both locally and globally. You have local ABB service units complemented by external ABB third party channel companies in over 60 countries. Regional service centers, training centers and authorized drive service workshops form a well-structured and capable service organization, making sure that our Drives and Controls service team is never too far from your site.





# 30,000

preventive maintenance kits  
delivered annually



Providing  
services for  
drives for almost

# 40

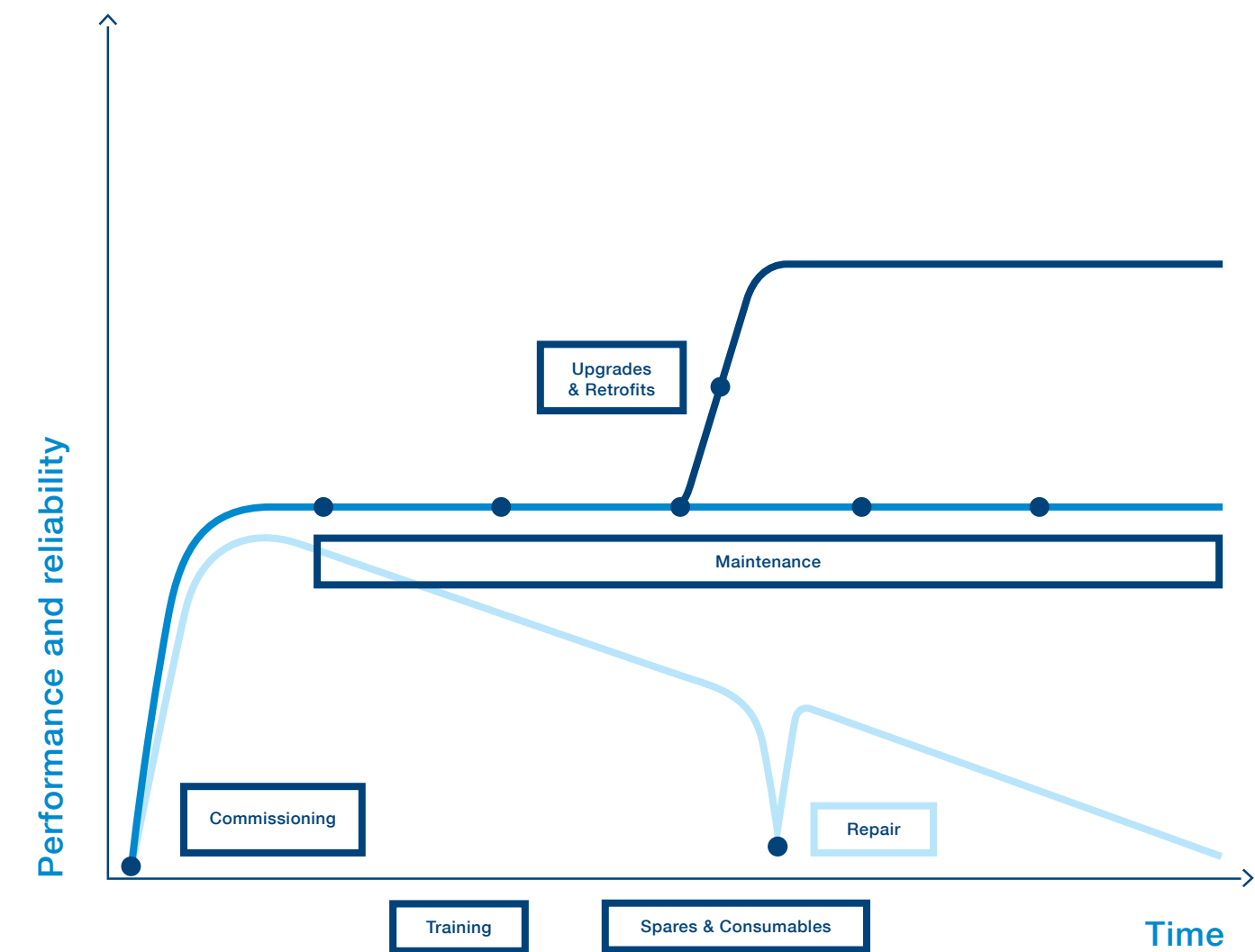
years

Over  
**10**  
million  
drives delivered

# Service is your choice for reliability and performance

You depend upon your machinery, process or factory to produce the output you require, day in and day out. Drives help you do that, but sometimes a tough environment with dust, wear and tear of critical components, and age itself, affect the drives performance. To ensure your future is always productive, be wise, plan ahead and choose the right service solution.

This table illustrates how different service solutions can maximize uptime and extend your assets lifetime over years of operation.





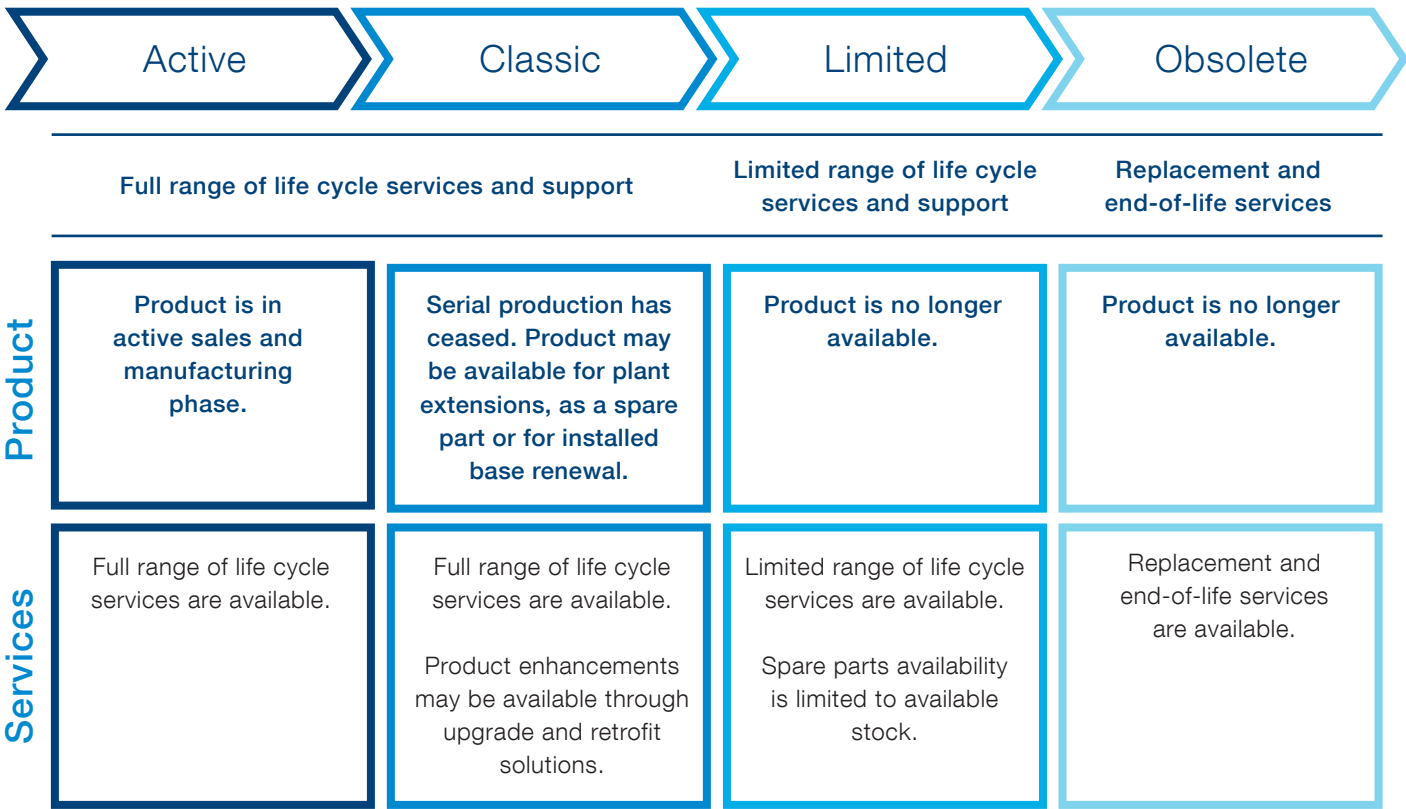


# A lifetime of peak performance

Now it's easy for you to see the exact service and maintenance available for your drives.

You're in control of every life cycle phase of your drives. At the heart of drive services is a four-phase product life cycle management model. This model defines the services recommended and available throughout the drives lifespan.

ABB drives life cycle phases explained:





# Choose a more predictable future

You never know exactly what's around the corner or what unexpected situation may throw your daily schedule off course. By choosing relevant services, you are making your future

a little more predictable. You are prepared for life's ups and downs, with expert advice when you need it. Plus you are preventing most faults from happening before they start.

You're always in business with  
ABB service and support.



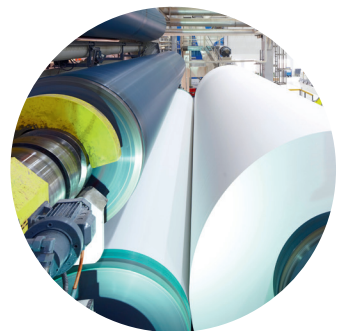
HVAC



Food



Textile



Pulp and paper



Water and waste



Metals



Power generation



Cement



Oil and Gas



Chemicals



Mining



Marine



# Contact us

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Power and productivity  
for a better world™

