

Drives Service

North American Offerings

When you choose to partner with ABB Drives Service, you are choosing to protect and enhance the investments you have made in your equipment and processes. You will have our guidance and full support throughout every phase in your drives' life cycle.

Service	Description	Customer Value
ABB Ability™ Condition Monitoring for Drives	Remote condition monitoring for drives is a service that delivers accurate, real-time information about drive events to ensure your equipment is available, reliable, and maintainable	<p>On premise and cloud based remote monitoring</p> <p>Visibility to key drive parameters-current, power, speed, torque, and temperature</p> <p>Configurable notifications for faults, warnings, limits affecting operation, and parameter changes</p> <p>Reporting and event management features</p>
ABB Drive Care	<p>Fixed annual fee covering unexpected failures and replacement of failed components, preventative maintenance kits, repair parts, and labor options included</p> <p>(Start date is after the conclusion of the initial warranty. It can be purchased for a start date in coverage at the end of the standard warranty or later in the life cycle as long as the drive is in good working order)</p>	<p>Ensures that the drive is always in peak performance for maximum output</p> <p>All inclusive fixed agreement for cost control and budgeting</p>
Commissioning	<p>Programming and basic drive configuration to operate and regulate the attached motor</p> <p>Custom quotation for all drive types</p>	<p>Optimized performance of the drive leading to increased quality and process performance</p> <p>Lower operational costs due to less risk of downtime</p> <p>Drive registration and basic parameter recording, store important information for future troubleshooting</p>
Drive Exchange	ABB stocks re-manufactured drives to exchange for a drive needing repairs.	<p>Reduced mean time to repair due to quick turnaround</p> <p>Extends the life of drive/process at a reduced cost and including a 12 month warranty</p> <p>Operating cost reduction due to possibility of lower spare drive need (ie...1 vs 2 spares)</p> <p>Environmentally friendly due to recycling of failed unit</p>
Drive Service Workshop Repair	<p>Drive is shipped to ABB's ISO-certified repair workshop for repair of failed component, cleaning, and testing</p> <p>One or two year warranty depending on repair service</p>	<p>Flat-rate repair pricing</p> <p>Genuine ABB certified parts</p> <p>High-quality repair work to factory guidelines leads to consistently reliable performance</p>

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* Not all products are available through all distributors

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Modernization Service	AC LV Retrofit - Efficiently updates all components inside the existing enclosure with the latest ABB active products without relocating current power and motor cables or displacing automation control platform	Performance improvement utilizing up to date control and communication interfaces Quick installation during scheduled outage
	AC LV Upgrade - Effectively update the supply, inverter, and control with the latest ABB active drive while keeping the existing cabinet, power cables, breakers, fuse blocks, disconnects, and control platform	Increases productivity by reducing the risk of unexpected shutdowns and downtime Cost effective alternative compared to rip and replace of entire installation
	DC Replace or Rebuild - Update DC drives with control upgrade kit, retrofit package, or module replacement options	Reduce wastage, retain assets, and optimize investments by re-using the existing drive cabinet, cables, and motors
	(Available for all limited and obsolete ABB drive products as well as select non-ABB drive product)	
On-Site Repair	Dispatch of authorized service technician or ABB field service engineer, troubleshooting and drive repair	Reduced mean time to repair High-quality repair work to factory guidelines leads to consistently reliable performance
Preventive Maintenance	Drive inspections and component replacements according to product specific maintenance schedules	Reduce total cost of ownership by reducing risk of downtime
	Preventive Maintenance Service - performed on-site by an authorized service technician or ABB field service engineer or in our ISO-certified workshop	Predictable maintenance budgeting and scheduling Keeps drive and processes running at peak performance for higher output
	Spare Drive Maintenance - performed in our ISO-certified workshop	Extends the life of drive and allows next generation planning/implementation by postponing phase out period
	Preventive Maintenance Kits - for self-service upkeep and during our preventive maintenance service activities	
Spare Parts	Comprehensive list of spare drives, spare parts (wearable items), and replacement parts (non-wearable items) available	Reduced mean time to repair
Technical Support	24/7/365 support, 1-800-752-0696, Opt 1, 1 drivesupportline@us.abb.com	Rapid response to all your technical needs to improve process up-time and resolve problems quickly
	<ul style="list-style-type: none"> • Configuration • Troubleshooting • Warranty initiation • Application support 	
Training	The most up-to-date training on product feature, usage, maintenance, installation, commissioning, and fault finding training in multiple formats.	Enhances employee confidence & motivation Proper operation of drive improves productivity and site safety
	<ul style="list-style-type: none"> • E-learning • Classroom Training • On-site training • Remote hands-on training 	Reduces downtime and improves mean time to repair

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ABB

For more information and local contacts, please visit:

www.abb.com/drives

or call

(800) 752-0696

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