

Product service offerings

9438 low and high level dissolved oxygen monitor

Continued support throughout the product life-cycle

Measurement made easy



Introduction

This document provides an overview of the 9438 dissolved oxygen monitor life-cycle phases detailing ABB's availability to support this product now and in the foreseeable future.

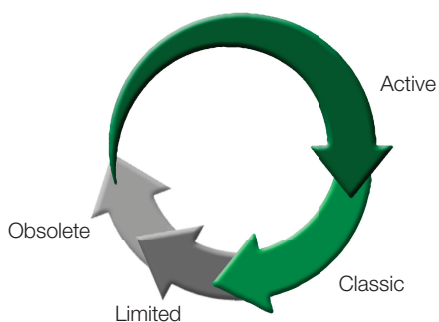


Fig. 1: Product life-cycle phases

Benefits

Improving operational reliability

- Product life-cycle management supports asset management and budgeting by providing information at the right time; implementation of a life-cycle strategy improves operational reliability

Maximizing production up time

- Operational reliability means non-stop processes; accordingly, the systematic application of the product life-cycle management model will maximize production uptime

Lowering life-cycle cost

- Maximum production uptime minimizes failure costs and therefore reduces overall operational expenditure – in other words, product life-cycle management lowers life-cycle costs

This life-cycle service approach saves costs, time and stress; aids planning and provides the peace of mind that all instruments are maintained to the same proven standard.

Life-cycle phases

Active

- Current manufactured product available to all customers with upgrade and life-cycle support

Classic

- Withdrawn from sales and manufacturing but upgrade and life-cycle support still available

Limited

- Limited product and life-cycle services available; suggest upgrade replacement prior to pending obsolescence notice

Obsolete

- Availability of support is not guaranteed due to cost; product must be replaced with new technology

Service offerings through the product life-cycle

	Life-cycle management phase			
	Active	Classic	Limited	Obsolete
9438	01.2002	01.2013	01.2017	01.2020
dissolved oxygen monitor				
Selection / Configuration	✓			
Installation	✓	✓		
Commissioning / Start-up	✓	✓		
Maintenance	✓	✓	✓	
Calibration / Validation / Verification	✓	✓		
Product upgrade	✓			
Technical support / Remote support	✓	✓	✓	
Consumable spares	✓	✓	✓	
Strategic spares	✓	✓	(✓)	
Repairs	✓	✓	(✓)	
Training	✓	✓		
New product replacement / recycling		✓	✓	✓

(✓) Dependent on availability

For further information please contact your local ABB Measurement & Analytics product sales office or your account manager.

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Service