

Service agreement

Spare parts and consumables
Evergreen warranty



The worry-free measurement solution, maximizing the performance and lifetime of your assets

Measurement made easy

—
Extended warranty coupled with a dedicated maintenance program

What is the Evergreen warranty service?

Customers choosing to join our Evergreen warranty service will never have to worry about their analyzer performance. After we have commissioned your product and through scheduled maintenance we can help to guarantee measurement performance and reliability. Products installed less than 1 year ago may also be eligible for this service if they pass our maintenance plus inspection assessment.

Throughout the life of your product ABB will provide warranty coverage. If something goes wrong with the product, there is no costly bill to get your product operating again.

As your product ages we will perform software upgrades when necessary. This service is the worry-free solution that protects you and your measurement throughout the products' lifecycle.

Why take this service?

The world is changing, many companies are outsourcing their maintenance work and others are finding it difficult to find qualified engineers to replace an ageing workforce. ABB have highly-skilled service technicians available to help customers maintain their plants at optimal levels.

Professional installation / commissioning, regular maintenance and planned upgrades can extend product lifetime with improved performance. Extending product life reduces company capital outlays and maximizes plant availability.

As the product manufacturer we are well placed to provide a stress-free solution managing customer assets.

Benefits of Evergreen warranty service

Process availability

Reduction in unscheduled maintenance ensuring maximum uptime of your plant or process

Lifetime warranty

In the unlikely event that things do go wrong it's good to know your product will be repaired – someone else is picking up the bill

Lifecycle management

Product upgrades ensure state-of-the-art technology and continued reliable service

Process optimization

Reduce raw material cost, increase process speed and data accuracy

Safety

Regular maintenance and record-keeping help minimize accidents

Summary of Warranty inclusion*

For products qualifying for the Evergreen warranty service:

- On-call technical support
- Corrective maintenance when needed
- Off-site repair (if on-site is not possible)
- Scheduled maintenance
- Consumables included
- Discount on standard service rates
- Discount on spare parts not covered by warranty

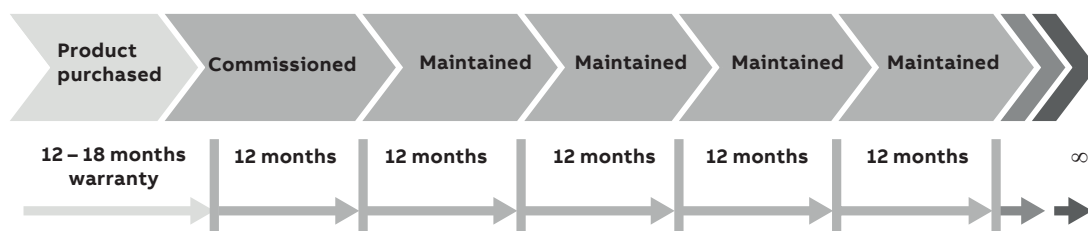


Figure 1 Evergreen warranty

*Please refer to ABB warranty terms and conditions for full details

To find your local ABB contact, visit:

abb.com/contacts

For more information visit:

abb.com/measurement

—
We reserve the right to make technical changes or modify the contents of this document without prior notice. With regard to purchase orders, the agreed particulars shall prevail. ABB does not accept any responsibility whatsoever for potential errors or possible lack of information in this document.

—
We reserve all rights in this document and in the subject matter and illustrations contained therein. Any reproduction, disclosure to third parties or utilization of its contents – in whole or in parts – is forbidden without prior written consent of ABB. ©ABB 2018
All rights reserved

3KXS360008R5301