
ABB Reliability Care for motors – service agreement

Service product description

ABB enhances the robust advantages of remote condition monitoring with the ABB Ability™ Smart Sensor with the ABB Motor Reliability Care service agreement, a contract-based service, which provides users all the services necessary to keep motors operational. It includes condition monitoring, data analytics, maintenance services and replacements, subject to terms and conditions. It is offered as a fixed-cost so that maintenance budgets can be planned and optimized.

User advantages

- Assets are completely monitored, maintained and managed by ABB, within a fixed cost, during a multi-year contract
- Streamlines maintenance teams' efforts as motor condition monitoring and preventive activities are outsourced to ABB.
- Motors maintenance budget is fixed for contract duration
- Avoids unplanned shutdowns
- Avoids increased spares inventory
- Potential energy optimization, if motor replacement uses latest technology.

Service includes

- Hardware and software installation on-site
- Condition monitoring performed by ABB specialists
- Access to ABB Ability™ Smart Sensor cloud dashboards
- Quarterly Fleet report, and Expert Asset* report
- Field service support on-site, carried out by factory-certified service specialists
- Maintenance activities on-site and at the workshop, at ABB discretion
- Spare parts
- Repairs and replacements, at ABB discretion
- Travel expenses*

* Optional, it can be included as part of the contract or invoiced separately based on pre-agreed fees. Please contact your local ABB representative.



Service does not include

- further standardized services other than those described above. However, additional tailored services can be agreed and added to customer responsibilities

Customer responsibility

- Providing all available information, including the maintenance record of the motor and its application
- Free motor access for ABB engineers or certified service personnel for maintenance and repairs during shutdown
- Coordination with the ABB service contract responsible for advance planning of the maintenance shutdown, to secure resources and service parts
- Normal operational conditions for the motor
- Implementation of the actions recommended in the service report

Other terms

- According to local legislation and terms of delivery



For more information, please contact your ABB representative or visit:

new.abb.com/motors-generators/service

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