



# 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, 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

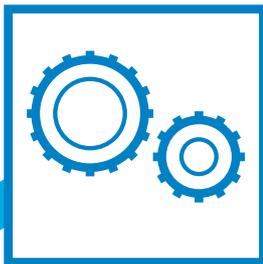
Your service needs depend on your operation, life cycle of your equipment and business priorities. We have identified our customers' four most common needs and defined service options to satisfy them. What is your choice to keep your drives at peak performance?

## Is uptime your priority?

Keep your drives running with precisely planned and executed maintenance.

### Example services include:

- ✓ Life Cycle Assessment
- ✓ Installation and Commissioning
- ✓ Spare Parts
- ✓ Preventive Maintenance
- ✓ Reconditioning
- ✓ ABB Drive Care agreement
- ✓ 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
- ✓ On-site Repair
- ✓ Remote Support
- ✓ Response time agreements
- ✓ Training



Rapid  
response

## Need to extend your assets' lifetime?

Maximize your drive's lifetime with our services.

**Example services include:**

- ✓ Life Cycle Assessment
- ✓ Upgrades, Retrofits and Modernization
- ✓ Replacement, Disposal and Recycling



Life cycle management

## Is performance most critical to your operation?

Get optimal performance out of your machinery and systems.

**Example services include:**

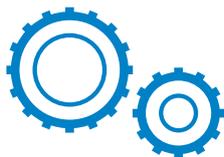
- ✓ Advanced services
- ✓ Engineering and Consulting
- ✓ Inspection and Diagnostics
- ✓ Upgrades, Retrofits and Modernization
- ✓ Workshop Repair
- ✓ Tailored services



Performance improvement



## Operational efficiency



We help you optimize the availability and efficiency of your equipment and 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 all the way.

### Installation and Commissioning

You have all the support you need to correctly install and run drives efficiently. On your request, ABB-certified engineers can undertake the entire drive installation and commissioning for you. Correctly installed drives are more reliable, and well-commissioned drives lead to energy savings and lower operational costs.

### Spare Parts

Wherever you are in the world, we strive to ensure that you run a trouble free operation. We send you genuine ABB spare parts as quickly as possible. Directly from ABB or from our channel partners. We provide a one year warranty on individual spare parts and spare part kits.

### 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 comes with a one-year warranty. Express delivery is available in very urgent cases.

### Preventive Maintenance

An ideal drive maintenance schedule manages the parts replacement at the right time. This regular maintenance keeps costs down and lifetime performance optimal. There are preventive maintenance kits designed to match specific drive types. Highly skilled and trained engineers carry out all your annual inspections and component replacements, accordingly.

# Rapid response

There are times when the unexpected happens and you need support, a replacement, repair or part straightaway. Rapid response services is your key choice to solving these moments promptly. Ahead of time.

## Technical Support

Just contact us when you need to via phone or email. For whatever technical questions you have, or advanced product and application support, all our drives expertise is available, through our local ABB contact centers.

## On-site and workshop repairs

Your request for repairs on the spot has a quick response. You get the latest expertise on-site, carried out by ABB-certified service engineers.

If it is not possible to fix a drive on-site, our state-of-the-art workshops are perfect for an in-depth investigation of your drive. All work is full-load tested, backed by a one-year warranty.

## Remote Support

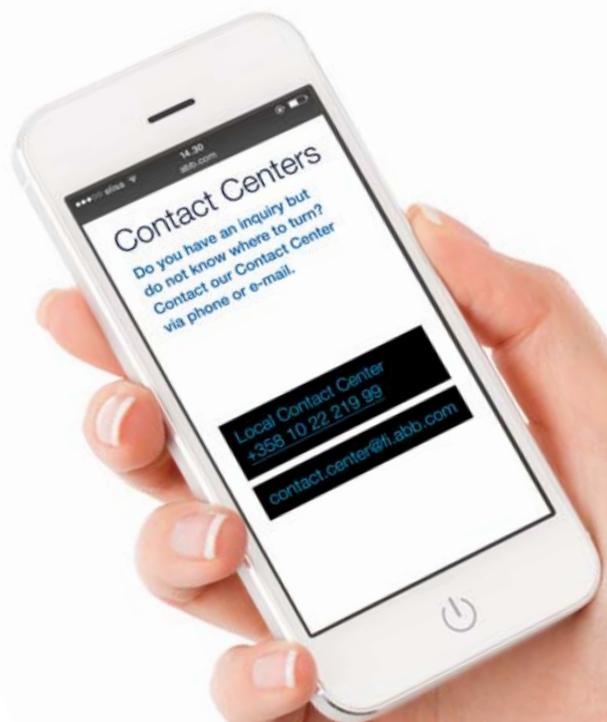
If you detect a fault, we use your drives data, stored remotely, for rapid support. Where possible we strive to respond within two hours from your inquiry, to find a quick resolution and reduce your downtime.

## Training

You will have the most up-to-date maintenance and competent service teams with our training courses and e-learning opportunities. It will enhance safety, develop your staff's troubleshooting skills, and maximize the availability of your drives. We have hands-on courses at local training centers, but some of our courses can also be conducted at your facilities.



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 top solutions help you extend, analyze and optimize the lifecycle of your drives.

## Life Cycle Assessment

When you need information on the condition of your equipment and the life cycle of components, we provide help in diagnosis and assessment of your drives in a modern and easy service. Life Cycle Assessment service gives you powerful knowledge to determine exactly where your process stands, now and in the future.

## Reconditioning

This is how you improve your drives reliability and extend its lifetime. We recommend it at least once in drives' lifetime. Reconditioning in an authorized ABB drive service workshop restores drives to their original condition and includes a full inspection, thorough cleaning, and individual component analysis and replacement. Every reconditioned drive is thoroughly tested and comes with a one-year warranty.

## Upgrades, Retrofits and Modernization

We offer you the choice to select an appropriate service to extend the lifetime of your key assets and applications for both ABB and non-ABB drives and systems.

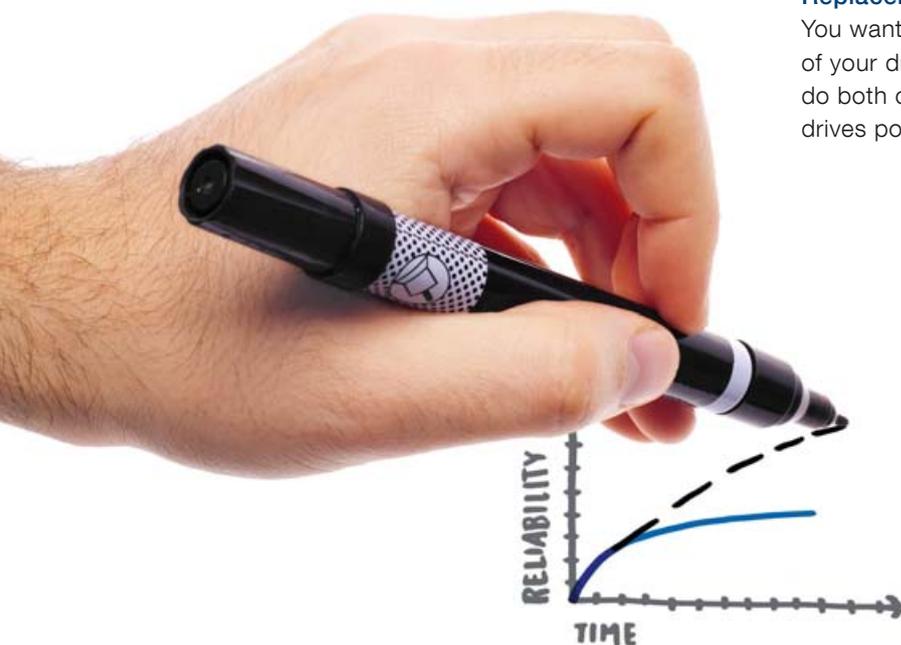
A variety of upgrades and retrofits enhance the efficiency and reliability of your drive and bring it up to date with the latest technology. Investment costs and process downtime are optimized with a range of standard solutions, which also can be customized to fulfill your specific requirements.

## Replacement, Disposal and Recycling

You want to keep the environment in mind when you dispose of your drive and then choose its replacement. We'll help you do both optimally, as you choose from the widest range of drives possible.



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





# Performance improvement



Your performance counts on how your staff manage and maintain your drive, just as much as the technology or engineering inside it. By keeping your drives up-to-date with the latest technology, it adds available services to your old equipment, and ensures its better performance.

## Inspection and Diagnostics

Inspection and Diagnostics services enable you to recognize your drive's future maintenance needs by measuring and analyzing the condition of your drive and its application on-site.

## Engineering and Consulting

Engineering and Consulting services are based on production, safety and energy efficiency analyses of machines and drive systems. We take care of any specific requirements that you might have during the procurement, operation and maintenance of your assets.

## Advanced services

Our remote monitoring and energy efficiency solutions mean your business stays a step ahead. Accurate, real-time information about your energy consumption or drive events will facilitate you making the right decisions about your assets operations at the right time.

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

# The freedom of choice

## ABB Drive Care agreement

Your business efficiency depends on your choices. ABB Drive Care agreements let you focus on what you do best, while your drives run smoothly. With your drive

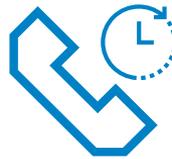
performance optimized, your cost control improved, it's your way towards less unplanned downtime and easier maintenance budgeting.

Here are some examples of the service choice you can make:



### Preventive Care

This is the essential maintenance to prolong the lifetime of your drive assets. We take precise maintenance actions, including providing genuine ABB parts in preventive maintenance kits.



### Technical Support

Expert help is only a phone call away. Perfect for all drive technical telephone assistance and rapid troubleshooting advice.



### Complete Care

If you want to fix your yearly maintenance costs, this is the package. We perform Preventive Care and put your drives back into operation should they fail. With labor and spare parts included.



### On-site response time

For those times when you need help, and you need it now. One phone call and an expert will be on-site within the time agreed.



# Great choices, great results:

Total cost of ownership cut by

# 30 %



Availability up to

# 99 %



Urgent calls on the weekend  
or at night reduced

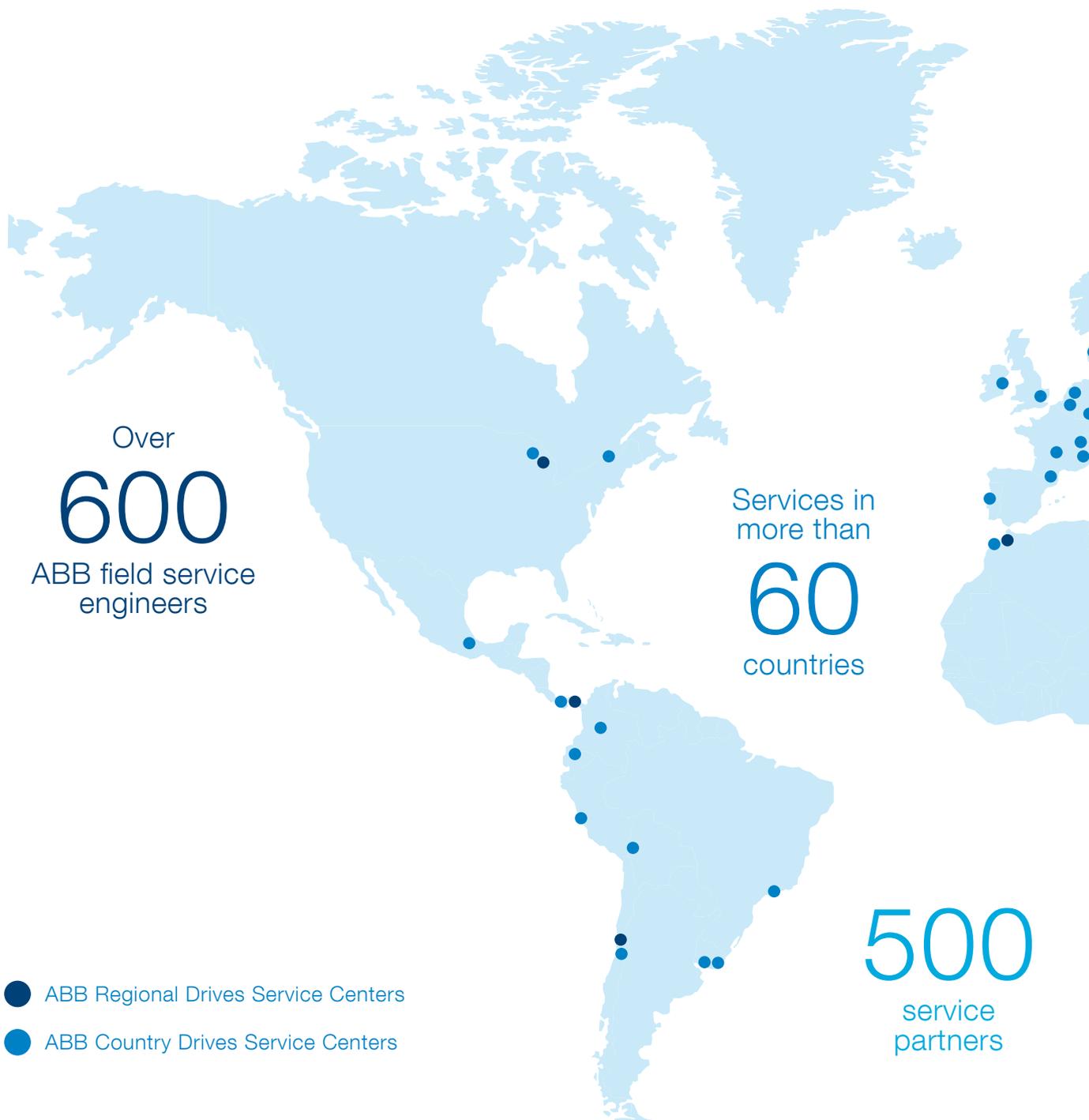
# 90 %



# 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 entire drive's lifetime.

For decades we have built one of the most precise and comprehensive service networks, globally. It is well structured to ensure you have all the experts close at hand, 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 large 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

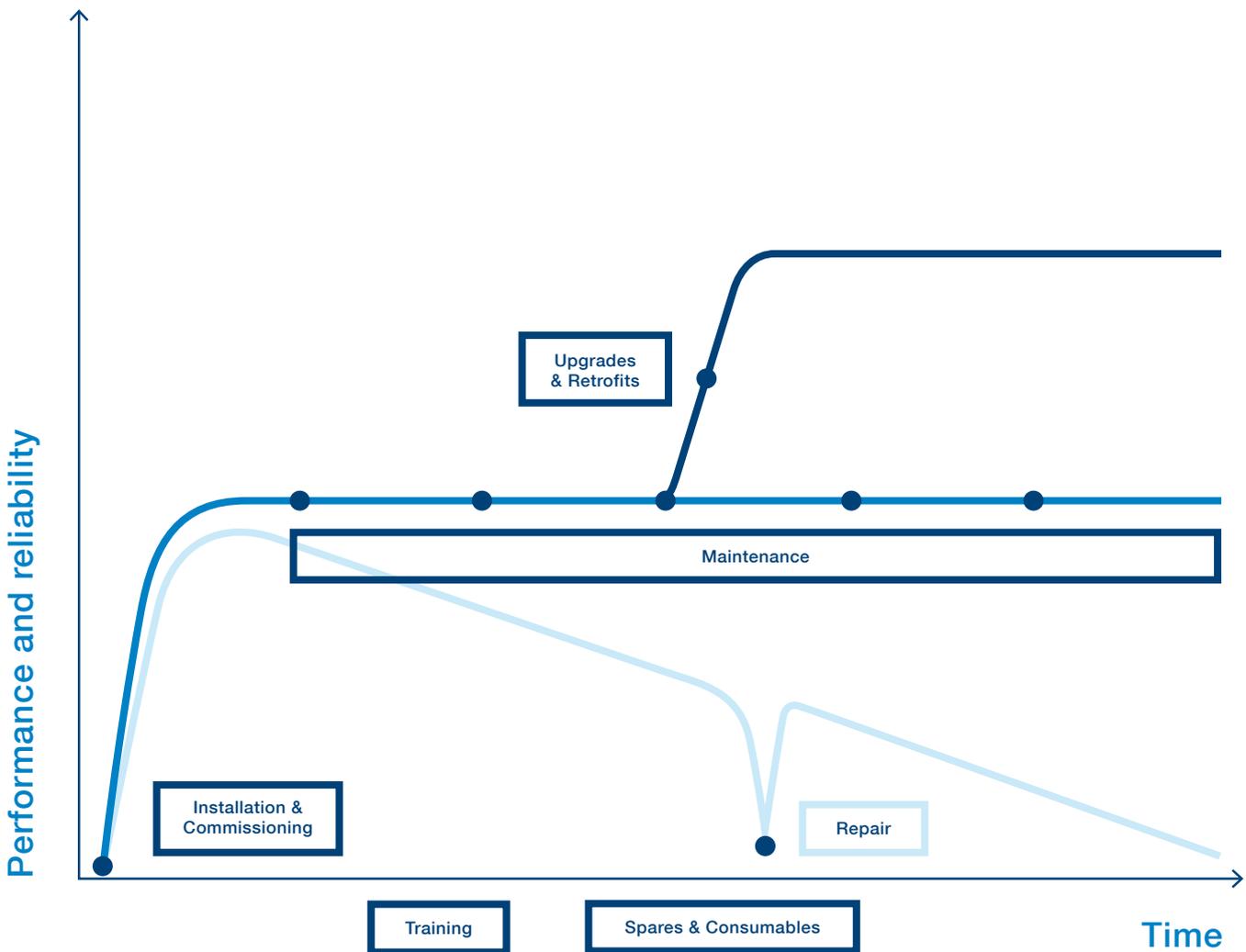
years

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 the uptime and extend your assets lifetime over years of operation.



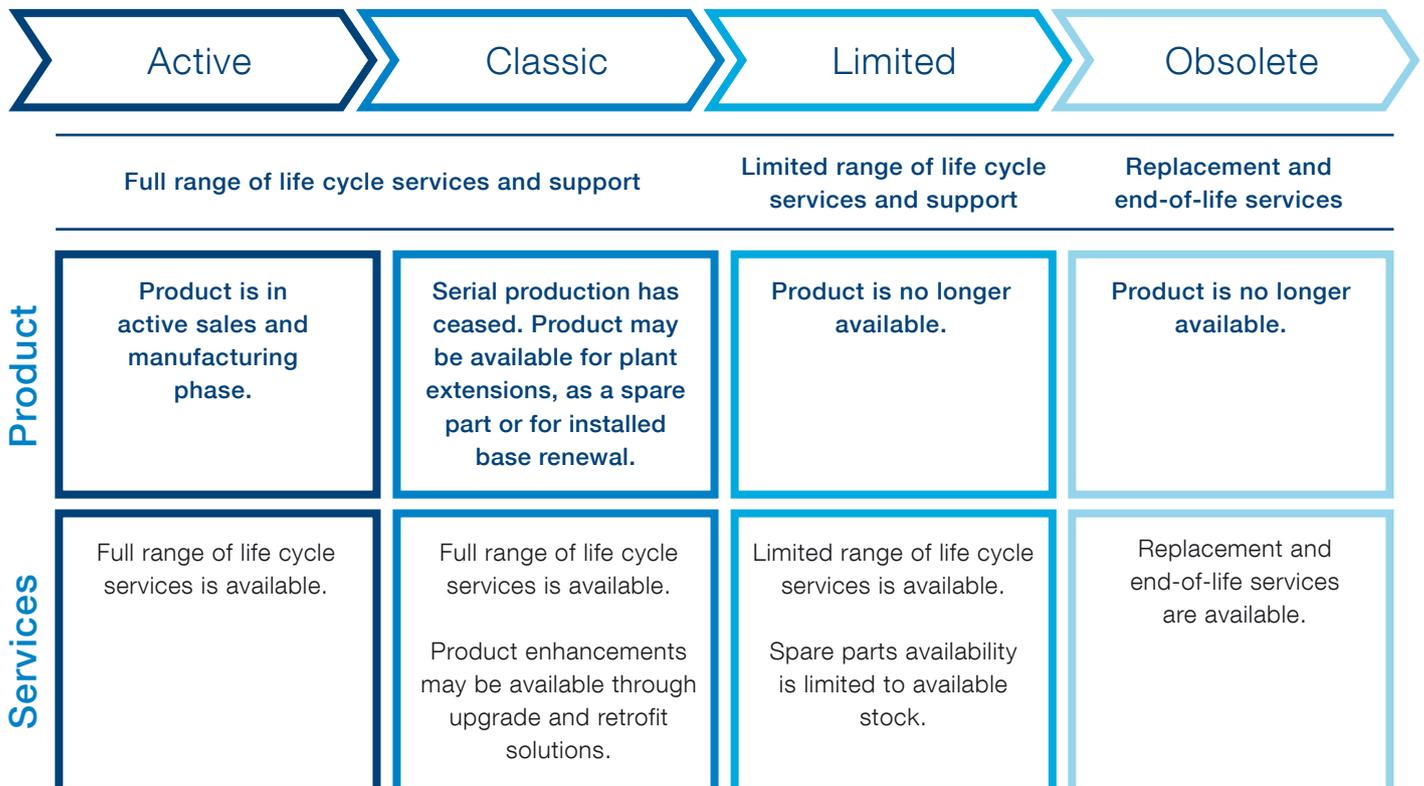


# A lifetime of peak performance

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 drives lifespan.

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

ABB drives life cycle phases explained:



## Keeping you informed

We notify you every step of the way using life cycle status statements and announcements.

Your benefit is clear information about your drives' status and precise services available. It helps you plan the preferred service actions ahead of time and make sure that continuous support is always available.

## We inform you proactively, in two steps:

### Step 1 Life Cycle Status Announcement

Provides early information about the upcoming life cycle phase change and how it affects the availability of services.

### Step 2 Life Cycle Status Statement

Provides information about the drive's current life cycle status, availability of product and services, life cycle plan and recommended actions.



# Keep track of your drives

Now you can download a Drivebase mobile app for ABB drives registration and support, anywhere and at any time.

## Drivebase app lets you:

- Register your drive
- Read online manuals
- Store drive information on your device
- Get service recommendations
- Find your closest service provider
- Troubleshoot your drives

To register your drive, you will need the drive's serial number and location, together with your company name, contact details, application and industry. Once we know where you are we are better placed to help you.



Register your drive and get six-month extended warranty for selected drive types!

Check the terms and conditions at [www.abb.com/drivereg](http://www.abb.com/drivereg)



- 1 Find the Drivebase app in the Apple App Store, Google Play or Windows Store.



- 2 Register your drives and get access to global contact details, service recommendations and notifications.



- 3 Registration gives you peace of mind that your drive's support is in safe hands.

# 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 as and 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

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

[new.abb.com/drives/services](http://new.abb.com/drives/services)  
[www.abb.com/searchchannels](http://www.abb.com/searchchannels)  
[www.abb.com/drivereg](http://www.abb.com/drivereg)

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