

## Services note

# ABB drive care – the best care for your drive



To ensure that low voltage AC drives remain fully functional throughout their lifecycle, ABB offers a drive care contract.

The ABB drive care contract aims to relieve the end-user from any maintenance burden so that they can focus on their core business.

There are four service levels that can be included within an ABB drive care contract: preventive care, complete care, technical support, and response time.

### Preventive care

ABB maintains its drives in accordance with drive specific maintenance schedules. These schedules contain annual inspections and component replacements. The contract includes all materials and labor. The contract can also include travel costs.

In small- and medium-sized businesses, ABB can help keep the drive in top condition, thereby avoiding the expensive, and often unnecessary, option of replacing the drive. In larger plants, preventive care avoids unplanned downtime and energy production loss.

### Complete care

With complete care, drive failure risks are transferred to ABB. As such, ABB not only maintains the drives under contract (preventive care) but repairs the drive should it fail. The contract includes all materials and labor, and also can cover travel costs.

### Technical support

ABB provides 24 hours technical support via telephone or e-mail.

### Response time

A drive care contract can include a 4 to 48 hours response time which ensures that an ABB service engineer arrives to customer's site within an agreed time schedule.

### Contract period

A drive care contract typically runs for 12 months minimum. It automatically extends annually unless agreed otherwise. New drives can be easily added to the contract.

### How to enter into a contract

Drive care contracts are available from the local ABB office. Simply select the services needed - see overleaf - and call ABB for a quotation.

Please note that the following information is needed when seeking a quotation for a drive care contract: ABB drive type(s), serial number(s).

## What an ABB drive care contract provides

Content	Preventive care	Complete care	Technical support	Response time
Selection and delivery of material for preventive maintenance	X	X		
Preventive maintenance parts and labor	X	X		
Preventive maintenance travel*	X	X		
Repair parts and labor		X		
Repair travel*		X		
24/365 technical support**			X	
4 to 48 hours on-site response time				X

\* Travel expenses can be included in the contract or invoiced separately

\*\* Available in most countries, although availability may vary

Preventive care	Complete care
<b>What is it?</b>	<b>What is it?</b>
ABB maintains the drive during its lifetime in accordance with specific maintenance schedules. Annual inspections and aging components replacement increase the reliability and the lifetime of the drive.	In case of a failure, ABB ensures the drive is operational through repairing or replacement. Complete care covers every risk associated with the drive. It is ideal after the product warranty period.
<b>What is provided?</b>	<b>What is provided?</b>
<ul style="list-style-type: none"> <li>Preventive maintenance carried out by ABB authorized engineers according to the maintenance schedule during planned shutdowns</li> <li>Scheduled maintenance includes: <ul style="list-style-type: none"> <li>Regular inspections: <ul style="list-style-type: none"> <li>Visual inspection, checking, measurements</li> </ul> </li> <li>Ordering, delivery and replacement of components</li> <li>Genuine, factory-certified parts</li> <li>Functional testing of the drive</li> <li>Material expenses and labor included, travel cost can be included if required</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>In addition to preventive care (see left), complete care provides: <ul style="list-style-type: none"> <li>Spare parts or modules necessary for a repair</li> <li>Repair or replacement of failed drives under contract</li> <li>Material and labor expenses associated with repair. Travel costs can be included if required</li> </ul> </li> </ul>
<b>What are the benefits?</b>	<b>What are the benefits?</b>
<ul style="list-style-type: none"> <li>Reduced requirement for in-house skills</li> <li>Accurate cost control</li> <li>Extended drive lifetime</li> </ul>	<ul style="list-style-type: none"> <li>Fixed yearly maintenance budget</li> <li>Operational efficiency, thus reduced downtime</li> <li>Drive failure risk transferred to ABB</li> </ul>

Technical support	Response time
<b>What is it?</b>	<b>What is it?</b>
ABB provides 24 hours technical support via telephone or email.	A 4 to 48 hours response time option which ensures that an ABB service engineer attends site at the agreed time schedule.
<b>What do I get?</b>	<b>What do I get?</b>
24/365 access to ABB's drives engineers.	Guaranteed arrival of service engineer on site between 4 to 48 hours, depending on customer location.
<b>What are the benefits?</b>	<b>What are the benefits?</b>
<ul style="list-style-type: none"> <li>Fast troubleshooting</li> <li>Priority processing of urgent cases</li> </ul>	<ul style="list-style-type: none"> <li>Priority-based attendance of ABB specialist on customer site</li> </ul>

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

[www.abb.com/drives](http://www.abb.com/drives)

[www.abb.com/drivespartners](http://www.abb.com/drivespartners)

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