

## Life cycle services 5 year extended warranty

A drive failure can result in loss of production and revenues, as well as having safety and environmental consequences. In the unlikely event of a drive failure within your plant, ABB's extended warranty covers the material costs of getting your product back into operation as quickly as possible.



The ABB UK Drives service team provide you with piece of mind, expert knowledge and assistance, whether on site or at ABB's repair base.

### ABB's 5 year extended warranty - at a glance

Feature	Benefits	Available at extra cost
ABB's 5 year extended warranty extends the ABB product specific factory warranty terms to the maximum period of 60 months from date of manufacture.	For a small extra cost, you have peace of mind that if a drive fails your material costs are covered in getting it fully operational again, regardless of whether it is repaired or replaced.	
ABB factory warranty terms provides a choice of remedies which may be whole drive replacement, return to base repair or repair at your site.	ABB provides a choice of remedies to suit your circumstances.	Where product replacement is the remedy, ABB can undertake recommissioning.
In the case of on-site repair, ABB will provide an ABB certified engineer on-site to undertake an ABB product repair utilising factory original materials.	You can rest assured your drive will be repaired to its original standard.	
ABB's 5 year extended warranty is available on all low voltage AC drives products that are in active phase at point of sale and are rated up to a maximum output of 400 Kw single unit R8 framesize.	Added peace of mind by having all your low voltage drives covered by the extended warranty.	
Warranty contact and remedial actions are available Monday to Friday during normal working hours 08.30-17.00 hours. Where a site visit is required it is subject to engineer availability.	Guaranteed telephone support during working hours.	Guaranteed site emergency response time and out of hours support.

### ABB factory warranty terms

The remedy, whether it is whole drive replacement, return to base repair or repair on-site, is defined per product type and is detailed within the ABB warranty terms which are available upon request.

### Drive replacement/return to base repair

In cases of whole drive replacement or return to base repair, the product owner is responsible for shipping costs to the ABB Customer Support and Logistics Centre based at St Neots, Cambridgeshire. Where whole product replacement is the remedy the end user is responsible for refitting, connection and recommissioning. ABB can undertake, if required, recommissioning and this service is available at an extra cost.

Where product specific warranty terms provide on site repair, ABB will provide an ABB certified engineer to the site to undertake ABB product repair utilising factory original materials. Materials are generally available from ABB's extensive UK diagnostic suitcase stock or if necessary can be sourced from an ABB Drives factory typically within 24 hours. Parts availability are subject to factory stock levels.

### Guaranteed emergency support/out of hours support

As detailed on the front of this sheet there will be an extra cost if guaranteed site emergency response and out of hours support is required. ABB will be pleased to provide a quotation for extended services if this is required.

### Warranty exclusions

The ABB extended warranty is void where a product has been subject to misuse, abuse or out of specification operation. Please contact ABB for a full list of causes which would render your warranty void. ABB will exclude the cost of labour and parts necessary for the maintenance, repair, restoration or re-starting of equipment attributable to any of these causes.

ABB reserves the right to charge extra, outside the extended warranty agreement, for any work undertaken and which has subsequently fallen within the list of causes (available from ABB).

In such circumstances, the cost of labour will be in accordance with the prevailing ABB UK labour rates. The cost of any parts supplied under such circumstances would be charged at list price plus the cost of freight at the prevailing rates.



For more information please contact:

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