Service note
Support and remote services for medium voltage drives
Local support with global back-up

ABB medium voltage (MV) drives offers its customers extensive support along with remote services, throughout the year.

The support and remote service combines the classic MV drives technical support with the state-of-the-art remote service solution. Both of these services provide access to the worldwide network of ABB specialists.

Technical support

Time is of the essence when dealing with failure or the risk of failure. ABB MV drives' technical support is available via phone and e-mail 24/365, ensuring you get the appropriate help when necessary.

Remote services

In addition to technical support, ABB offers remote services for MV drives. Remote services consist of:

1. remote assistance
2. remote periodic maintenance

Remote assistance

ABB MV drives offers its customers a remote monitoring solution based on DriveMonitor™.

The remotely connected ABB MV drives specialist has access to all the relevant data stored in DriveMonitor™; can identify corrective actions; and can guide the local engineer through the fault-finding procedure and the implementation of corrective actions.

Benefits

- Minimized downtime
- Reduction of MTTR (Mean Time To Repair)
- Real time access to the drive
- Cost saving due to remote service
- Spare parts can be ordered early
- Fast and guided support – ABB specialist guides local engineer on-site
- Complete drive history available – All relevant data is disposable in DriveMonitor™

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DriveMonitor™, monitoring and diagnostic system for ABB drives

Remote periodic maintenance

Based on an agreed schedule, typically once or twice a year, an ABB MV drives expert will connect to the drive and analyze the drive's operational and reliability data.

The following data is analyzed:
– performance behavior of the drive at the actual operation point
– operation values
– occurred faults

A summary report with findings, actual status and recommended actions (e.g. fine tuning, suggested actions for preventive maintenance) is sent to the customer after each analysis.

All gathered information is stored in a database linked to the specific drive. Therefore the complete drive history is available at any time.

Remote access for customer

On request customers can get access to their assets, allowing them to check the status and monitor their drive remotely. Whenever remote connection is required, all the customer has to provide is an Internet connection.

Response time

Response time reaction on emergency cases is defined in the service agreement. All other cases are addressed during normal business hours.

Reporting

Technical support activities and usage are tracked and reported back to the customer on a regular basis. This allows the customer to review past, as well as ongoing, activities and cases at their plant. It also allows the service's use to be monitored and an assessment can be made as to whether the service agreement level is the correct one.

On-site support

In case the technical support or the remote assistance is not enough to solve the issue, ABB MV Drives can dispatch a specialist to site.

Spare parts can be ordered early

Another benefit of the remote service is, that necessary spare parts can be ordered at an early stage which avoids long waiting time of the service engineers due to missing spares.

Escalation path

Within the ABB global service and support organization, a strict path of escalation is defined to ensure prompt response to technical support requests and efficient problem resolution. The local ABB call center answers the first call where advanced product knowledge is available. If the problem cannot be solved on that level the case is transferred to the next regional ABB MV drives service center or if required back to the center of excellence.

Technical support and remote services are available in combination with a service agreement. Ask your local ABB MV drives service provider for further information.

For more information please contact:

www.abb.com/drives