

Spare part services for ABB drives



SP43 EN REVB 2007



Service notes

The standard spare part service aims to provide customers with the right spare part in the right place at the right time. ABB provides genuine spare parts accompanied with the relevant documentation. ABB lifecycle management model ensures the spare availability through the entire lifecycle of the products.

The real time Parts OnLine spare part information and ordering system ensures quick and easy ordering. It contains information about more than 100,000 spare parts, their availability, in what equipment they are used, technical details and photographs. Orders can be made around the clock with a click of the mouse. The global network of spare part centers together with certified service centers guarantee fast deliveries.

Standard spare part service

■ Benefits

- Reliable part availability
- Lower customer inventory and decreased long-term ownership cost
- 24-hour access to extensive information via Parts OnLine
- Genuine, factory-certified ABB parts
- Deliveries using optimal means of transport
- Easy-to-order via Parts OnLine

■ Service provides

- Professional customer service during office hours
- Deliveries in ESD protective packages
- Dispatching of spares

24 h emergency spare part service

In urgent situations ABB provides customers with 24 hour spare part service and guaranteed deliveries of spare parts in the shortest possible time.

Product Lifecycle Services

- Installation & Commissioning
- Training
- Support & Remote Services
- Spare Parts & Repairs
- Maintenance & Field Services
- Migration & Retrofits
- Optimization





SP43 EN REVB 2007

Service notes

Refurbished spare part service - RSP

A refurbished spare part is a more economical alternative to a new spare part. The old removed part doesn't need to be returned as when ordering exchange units. The availability of refurbished spare parts can be checked in Parts OnLine. In case a specific coded RSP is not available, ask for a quotation at your local ABB or ABB partner.

An RSP can be the choice also in such a case that the original part or unit, which the customer has sent for repair, is irreparable. In these situations, ABB quotes a refurbished spare part without request, if suitable repairable material is available.

■ Benefits

- Prices are more economical in comparison with the prices of new spare parts
- No return of old parts required
- One year warranty as for new spare parts
- Coded RSP are easy to order via Parts OnLine



■ Service provides

- Printed circuit boards or complete units, repaired and tested according to the instructions of the manufacturer
- ESD protective package

For more information regarding spare part services, their content, delivery times and prices visit: www.abb.com/partsonline.



ABB Oy
Product Support
PO Box 116
FIN-00381 Helsinki, Finland
Tel: +358 10 2211
Fax: +358 10 222 6800
www.abb.com/drives
e-mail: sales.productsupport@fi.abb.com