

ABB drive care contract – for continuous running of ABB low voltage drives

An ABB drive care contract offers the user of an ABB low voltage drive the security that the drive remains fully functional throughout its lifecycle.

The drive's user can select from various services to be included within a drive care contract. For example, technical support is provided via telephone or email and all the relevant manufacturer's information, for proper operation and maintenance of an ABB drive, is readily available. Another service is preventive maintenance which includes managing the orders, deliveries and manpower. Finally, there is the complete package of services which includes preventive maintenance along with any repairs or replacement of drives.

Underpinning the drive care contract is an option to have a 4 to 48 hour response time whereby an ABB engineer will visit a plant within an agreed timeframe. 4 to 48 hour response time is also available as a separate service.

Who is the contract aimed at?

A drive care contract is available to any company. Whether a small or a large business, the goal is to maintain a drive throughout its lifetime for maximum availability and to avoid unplanned downtime and production loss caused by failures. A drive care contract aims to take away the burden of maintenance from the customers, letting them focus on their core business.

What are the benefits?

A drive care contract gives the drive's user peace of mind that support is available, thereby ensuring that the production or process remains operational throughout the year.

Benefits include precise control of maintenance and repair costs, increased reliability and extended drives lifetime.



ABB drive care contract reduces operational and financial risk.

How long is the contract valid?

A drive care contract typically runs for 12 months and can be paid for monthly, quarterly or annually. It automatically extends annually, and new drives can be easily added to the contract.

What is the cost?

The cost of the contract depends on which services are selected. The local ABB office can give further information.

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) and quantity of each drive type.



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Service notes

What an ABB drive care contract provides:	Technical support	Preventive care	Complete care
24/365 technical support *	●		
Selection, delivery and cost of materials for preventive maintenance		●	●
Labor and travel expenses associated with preventive maintenance		●	●
Selection, delivery and cost of spare parts and other materials needed for repair			●
Repair of drive			●
Replacement of drive if it proves irreparable, including cost of the new drive			●
Travel expenses associated with complete care			●
Option:			
4 to 48 hour response time**	●	●	●
* Available in most countries, although availability may vary ** Also available as an individual service			
Technical support	Preventive care	Complete care	
<p>What is it?</p> <ul style="list-style-type: none"> ABB provides 24 hour technical support via telephone or email <p>What do I get?</p> <ul style="list-style-type: none"> 24/365 access to ABB's drives engineers <ul style="list-style-type: none"> Access to up-to-date technical information Access to global ABB service network <p>What is the benefit to me?</p> <ul style="list-style-type: none"> Each call or email is quickly routed to an expert providing the customer with: <ul style="list-style-type: none"> Fast troubleshooting Priority processing of urgent cases <p>...which results in:</p> <ul style="list-style-type: none"> Reduced downtime 	<p>What is it?</p> <ul style="list-style-type: none"> ABB maintains the drive(s) according to specific maintenance schedules <p>What do I get?</p> <ul style="list-style-type: none"> Preventive maintenance carried out by ABB engineers during planned shutdowns Scheduled maintenance includes: <ul style="list-style-type: none"> Regular inspections: <ul style="list-style-type: none"> Visual inspection, fault logger inspection, parameter back-up, cleaning of filters Ordering, delivery and replacement of components Genuine, factory-certified parts Functional testing of drive(s) Labor, material and travel expenses <p>What is the benefit to me?</p> <ul style="list-style-type: none"> Minimized unplanned downtime and production loss caused by failures <p>...which results in:</p> <ul style="list-style-type: none"> Increased reliability Extended lifetime of drives Precise cost control 	<p>What is it?</p> <ul style="list-style-type: none"> ABB returns, in case of a failure, a drive back into operation by repairing or replacing it. Complete care covers every risk associated with drives <p>What do I get?</p> <ul style="list-style-type: none"> In addition to preventive care (see left), complete care provides: <ul style="list-style-type: none"> Repair to failed drives under contract Drive replacement if it proves irreparable Labor, material and travel expenses associated with repair and replacement No need to order spare parts <p>What is the benefit to me?</p> <ul style="list-style-type: none"> It takes only one call to ABB to get a drive back into operation <p>...which results in:</p> <ul style="list-style-type: none"> Elimination of charges from drives failures Improved operational efficiency Elimination of ordering spare parts or field services separately 	
Option: 4 to 48 hour response time			
<p>What is it?</p> <p>The drive care contract can include a 4 to 48 hour response time option which ensures that an ABB service engineer attends site at the agreed time. This option is also available as a separate service.</p> <p>What do I get?</p> <p>Guaranteed arrival of service engineer on site between 4 to 48 hours, depending on customer location.</p>			



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