

ABB is available 24/7 for a better, more and automated service type. It really only and only customer's system performance at the lowest maintenance cost. The ABB Group of companies operates in almost 100 countries and employs about 67,000 people.

ABB's web site provides further information. Visit <http://www.abb.com/industrialdrives>



© 2012 ABB. All rights reserved. ABB is a registered trademark of ABB Ltd.

**After Sales**  
For large motors and generators



Optimum product support for maximum availability

ABB's Machine After Sales provides fast and effective product support to ensure that ABB motors and generators deliver maximum availability throughout their lifecycles. After Sales covers all the major markets and can respond within 24 hours anywhere in the world.

Based on experience gained from thousands of installations, After Sales supplies spare parts and support throughout the product lifecycle.

Available support includes installation, inspection and commissioning services for the full range of motors and generators manufactured by ABB, and preventive maintenance programs and on-site products designed to increase availability and reliability. After Sales can also recommend upgrades or replacements that represent the best option for enhancing operational life and performance. In addition, emergency assistance is always available in the event of a breakdown, and training programs related to the customer's specific requirements can be organized.

- Our core areas:**
- Customer satisfaction
  - Product support

**Contact information**

**After Sales Ireland**  
Phone: +353 (0) 1 221 1100  
Fax: +353 (0) 1 221 1101  
email: [AfterSalesIreland@abb.com](mailto:AfterSalesIreland@abb.com)  
221, Upper Mount Street, Dublin 2  
ABB Customer Technology AB  
Skövde, Sweden, 541 84  
Stockholm, Sweden, 141 83

**After Sales Sweden**  
Phone: +46 (0) 20 228 1100  
Fax: +46 (0) 20 228 1101  
email: [AfterSalesSweden@abb.com](mailto:AfterSalesSweden@abb.com)  
221, Upper Mount Street, Dublin 2  
ABB Customer Technology AB  
Skövde, Sweden, 541 84  
Stockholm, Sweden, 141 83

**After Sales Italy**  
Phone: +39 (0) 2 238 1100  
Fax: +39 (0) 2 238 1101  
email: [AfterSalesItaly@abb.com](mailto:AfterSalesItaly@abb.com)  
221, Upper Mount Street, Dublin 2  
ABB Customer Technology AB  
Skövde, Sweden, 541 84  
Stockholm, Sweden, 141 83

**Worldwide service contacts**  
ABB provides a comprehensive database of service providers, including both ABB service centers and authorized partners with experience in your market.



**ABB Oy**  
Skövde, Sweden  
ABB Customer Technology AB  
Skövde, Sweden

**ABB Automation Technologies AB**  
Skövde, Sweden

**ABB Drive S.p.A.**  
Milan, Italy



**Our services**

- Service packages
- Spare parts
- Site service
- Service contracts
- Technical support
- Training
- Warranty support
- Service network

<b>Service packages</b> For increased availability and reliability: • Upgrading and maintenance • LSP & Repair maintenance contracts • Risk-free packages • 24/7 availability of critical services • Preventive maintenance programs • Replacement services	<b>Spare parts</b> A full range of genuine spare parts: • Consumables and spares • Control panel maintenance • Spare parts • Capital parts	<b>Site service</b> Dedicated service engineers from manufacturing to after-sales support and global service engineer networks for full lifecycle support: • Installation • Commissioning • Inspection and maintenance • Training and on-site support • Troubleshooting and repair	<b>Service contracts</b> Technical service contracts for complete machine care: • Consumables and spares • Customer equipment maintenance • Spare parts • Installation and commissioning • Inspection and maintenance • Training and on-site support • Troubleshooting and repair
--	---	--	---

ABB service network includes over 1000 worldwide and covers all regions.

Product support, Training, Warranty support, Service network

<b>Technical support</b> Support for all motors and generators manufactured by ABB with 24/7 Customer service: • Consultation • Installation • Commissioning • Inspection and maintenance • Troubleshooting and repair	<b>Training</b> Product and service training for customers: • Training delivered to all our employees • Remote support services • Mechanical and electrical engineering • Inspection and maintenance training • Troubleshooting and repair	<b>Warranty support</b> Customer support during product warranty period: • Customer complaint processing (COP) • Technical support and on-site service • Replacement parts in stock and RMA	<b>Service network</b> A global service network supporting ABB units and industrial partners: • Multiple services and site visits • Local contacts and support • Feedback to manufacturing site • Available in person for service partners
--	--	---	---

**Lifecycle services**

Lifecycle status review

Service offerings to lifecycle phases:

- Product release
- Start of manufacturing

Active (0-5 years), Clean (5-10 years), Limited (10-15 years), "Obsolete" (15+ years)

Operational product support, Limited product support

<b>Relocation/Commissioning</b> Installation & Commissioning Support & Repair services Maintenance & Performance Services	<b>Training</b> Support & Performance Services Inspection & Commissioning Repair & Relocation	<b>Support &amp; Performance Services</b> Relocation & Site service Repair & Relocation Replacement & Upgrading	<b>Technical support</b> Technical support Feedback to manufacturing site Available in person for service partners
--	--	--	---

Many of ABB's machine products are supported over 50 years

**Lifecycle management**

ABB's product lifecycle management model is designed to provide proactive service offerings for increasing availability and performance. The model not only allows optimum support to end users, but also allows a smooth transition to a new machine at the end of the current machine's service life. The model is based on a five-phase product lifecycle: active, clean, limited and obsolete. Each phase has different implications for the end-user in terms of service and support provided.

**Operational availability**

Effective lifecycle management enhances machine performance.

# After Sales

For large motors and generators



**Reliability**  
**Availability**  
**Maintainability**  
**Safety**



**Partnership**  
**Lifecycle Management**

**ABB**

# Optimum product support for maximum availability

ABB's Machines After Sales provides fast and effective product support to ensure that ABB motors and generators deliver maximum availability throughout their lifetime. After Sales covers all the major markets and can respond within 24 hours anywhere in the world.

Based on experience gained from thousands of installations, After Sales supplies spare parts and support throughout the product lifecycle.

Available support includes installation supervision and commissioning services for the full range of motors and generators manufactured by ABB, and preventative maintenance programs and service products designed to increase availability and reliability. After Sales can also recommend upgrades or replacements that represent the best options for enhancing operational lifetime and performance. In addition, emergency assistance is always available in the event of a breakdown, and training programs tailored to the customer's specific requirements can be organized.

## Focus areas:

### ■ Customer satisfaction

- product reliability and availability
- safety

### ■ Product support

- reliable global and local product support
- application based service products
- lifecycle management



## Contact information

### After Sales Finland

Phone: +358 (0) 10 2211  
Fax: +358 (0) 10 22 22544  
e-mail: [aftersales.machines@fi.abb.com](mailto:aftersales.machines@fi.abb.com)  
24h support: +358 (0)10 22 27100  
ABB Oy, Machines, After Sales  
Strömbergintie 1B, FI-00380 Helsinki, FINLAND

#### Products:

- Induction motors, frame sizes 315-630
- Synchronous motors and generators, 6 or more poles, frame sizes 710-2500
- Permanent magnet motors and generators
- Wind turbine generators

### After Sales Sweden

Phone: +46-21-329 000  
Fax: +46-21-329 510  
e-mail: [aftersales-machines@se.abb.com](mailto:aftersales-machines@se.abb.com)  
24h support: +46 70 5750085  
ABB Automation Technologies AB  
Machines Division, After Sales  
Elmotorgatan 2  
SE-72170 Västerås, SWEDEN

#### Products:

- Induction motors, frame sizes 710-1120
- Synchronous motors and generators, 4-6 poles, frame sizes 710-1250

### After Sales Italy

Phone: +39-02-9034 7440  
Fax: +39-02-9034 7256  
24h support: [service.motori@it.abb.com](mailto:service.motori@it.abb.com)  
ABB Sace S.p.A., After Sales / ISV Service  
Viale Dell'Industria, IT-20010 Vittuone (MI), ITALY

#### Products:

- AMD – Flameproof motors
- Slip-ring induction motors

### Worldwide service contacts

<http://www.abb.com/motors&drives>  
> Motors > Motor Services > Global motor and generator service contacts

Comprehensive database of service providers, including both ABB service centers and authorized partners, with easy-to-use search function.



## Our services

- Service packages
- Spare parts
- Site service
- Service contracts
- Technical support
- Training
- Warranty support
- Service network

### Service packages

**For increased availability and reliability.**

- Upgrading and modernization
- LEAP (Lifecycle expectancy analysis)
- Site Survey -packages
- SOFT (Simulation of fast transients)
- Preventative maintenance programs
- Replacement machines

### Spare parts

**A full range of genuine spare parts.**

- Commissioning parts
- Operational parts
- Preventive maintenance kits
- Capital parts

### Site service

**Dedicated service engineers from manufacturer's After Sales organization and global service engineer network with full factory support.**

- Installation
- Commissioning
- Inspection and maintenance
- Testing and condition monitoring
- Trouble shooting and repairs

### Service contracts

**Tailored service contracts for complete machine care.**

- Customized service contracts according to customer requirements
- Maintenance contracts
- Remote monitoring
- Extended warranty



ABB's service network includes over 100 workshops and covers all continents.



### Technical support

Support for all motors and generators manufactured by ABB with 24/7 Call Center service.

- Documentation
- Insulation laboratory support
- Mechanical and electrical engineering
- Instructions and service bulletins
- Root cause analysis

### Training

Product and service training for customers.

- Training tailored to customer requirements
- Ex /ATEX-training
- Service partner courses
- Operational maintenance training

### Warranty support

Customer support during product warranty period.

- Customer complaint processing CCRP
- Technical support and root cause analysis
- Feedback process to quality and R&D

### Service network

Extensive service network comprising ABB units and authorized partners.

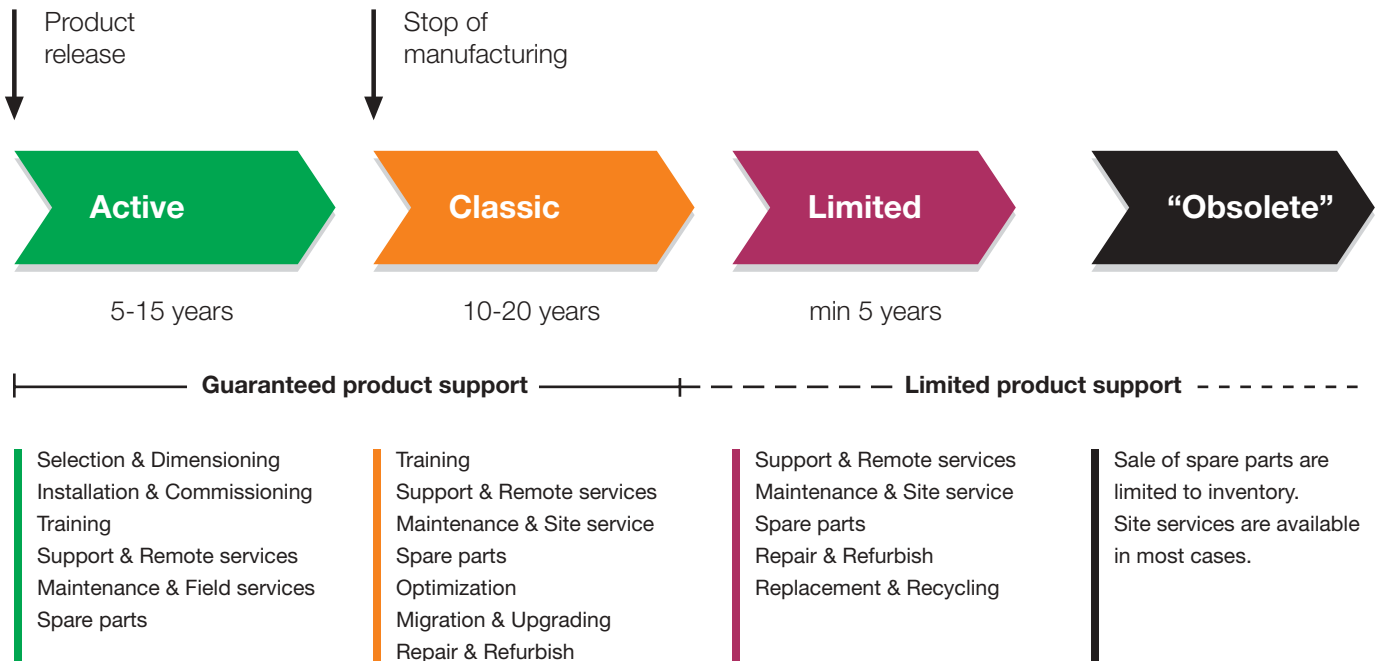
- Workshop services and site services
- Global presence
- Local contacts and support
- Feedback to manufacturing units
- Authorization process for service partners



## Lifecycle services

### Lifecycle status review

Service offerings to lifecycle phases:



Many of ABB machines products are supported over 50 years

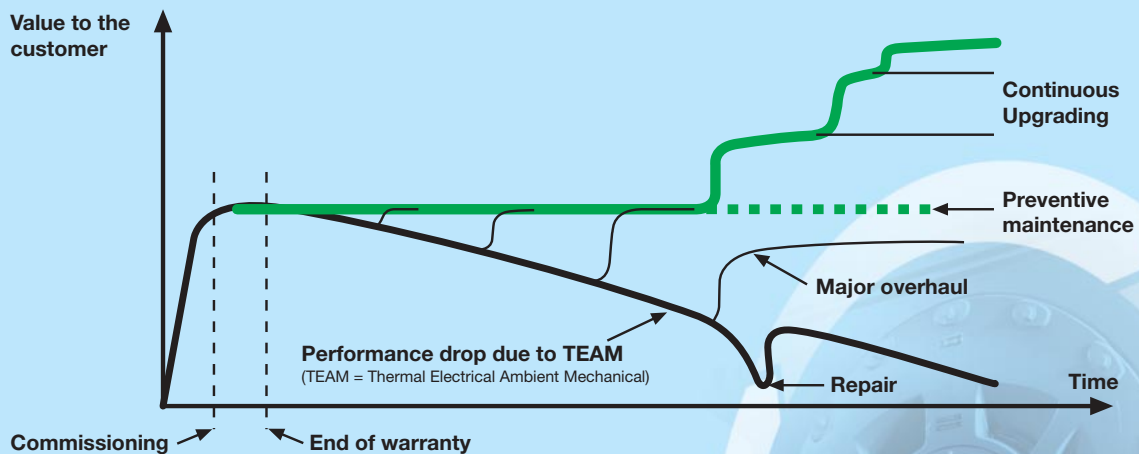




## Lifecycle management

ABB's product lifecycle management model is designed to provide proactive service offerings for increasing availability and performance. The model not only delivers optimum support to end-users, but also ensures a smooth transition to a new machine at the end of the current machine's service life. The model is based on a four-phase product lifecycle: active, classic, limited and obsolete. Each phase has different implications for the end-user in terms of services and support provided.

### Operational availability



Effective lifecycle management enhances machine performance.

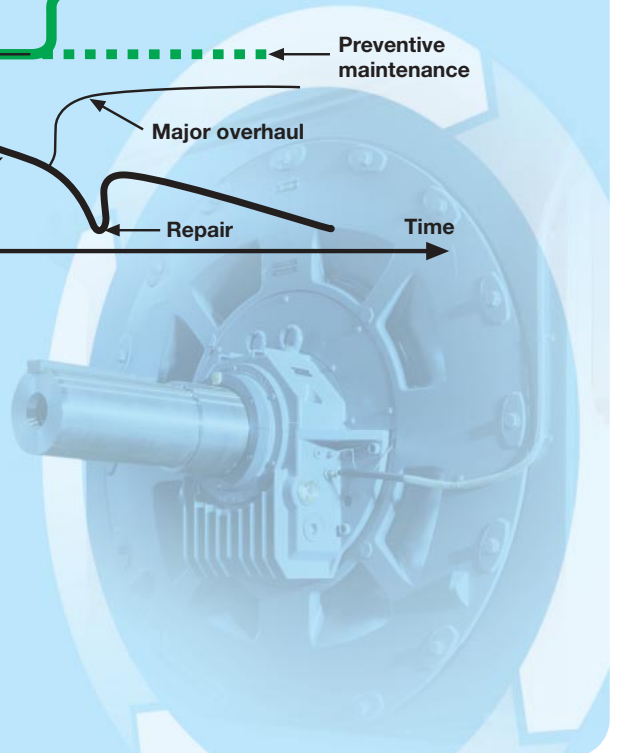


ABB ([www.abb.com](http://www.abb.com)) is a leader in power and automation technologies that enable utility and industry customers to improve performance while lowering environmental impacts. The ABB Group of companies operates in around 100 countries and employs about 107,000 people.

**ABB's web site provides further information.**

**Visit <http://www.abb.com/motors&drives>**

**ABB**

About ABB | Products & services | News center | Careers | Investor relations

ABB Product Guide | Product Index A-Z | Industries and utilities | Service Guide | Contact Directory

THIS PAGE IS AVAILABLE IN: [English](#) | [OK](#) | YOUR PREFERENCES: UNITED STATES OF AMERICA / ENGLISH (CHANGE)

Product Guide > Motors, Drives and Power Electronics > Motors > **Motor Services**

### Motor Services

ABB offers a complete portfolio of services for motors aimed at trouble-free operation over the entire life cycle. These services are also designed to extend the lifetime of the machines.

ABB's service partner network has been implemented with service companies both within and outside ABB Group and provides global coverage.

The after-sales service organization has a broad range of experience in electrical machines and their applications, enabling it to deliver improved operational availability and life cycle profitability to customers. Our service packages are described in more detail below.

[Support and maintenance services](#) | [Retrofit and modernization](#)

[Training](#)

[Print this page](#) | [E-mail this page](#) | [Bookmark this page](#) | [Rate this page](#)

[Provider information/Impressum](#) © Copyright 2006 ABB. | [Privacy policy](#)

SEARCH  [OK](#)

Products & Services only  
 All content

CONTACT US

United States of America [OK](#)

Sales: **Heather Flanagan**  
[View details](#)  
[Send request](#)

GLOBAL MOTOR AND GENERATOR SERVICE CONTACTS

- Global service contacts

DOCUMENTS AND PUBLICATIONS

- Document library
- Motors and generators product lifecycle management - Leaflet

© Copyright ABB 2006. All rights reserved.  
Specifications subject to change without notice.  
Brochure BU/Large motor and generator after sales EN 10-2006

**ABB**

**ABB Oy**

Machines, After Sales  
Strömbergintie 1B  
FI-00380 Helsinki, FINLAND  
Phone: +358 (0) 10 2211  
Fax: +358 (0) 10 22 22544  
e-mail: [aftersales.machines@fi.abb.com](mailto:aftersales.machines@fi.abb.com)  
24h support: +358 (0) 10 22 27100

**ABB Automation Technologies AB**

Machines Division, After Sales  
Elmotorgatan 2  
SE-72170 Västerås, SWEDEN  
Phone: +46-21-329 000  
Fax: +46-21-329 510  
e-mail: [aftersales-machines@se.abb.com](mailto:aftersales-machines@se.abb.com)  
24h support: +46 70 5750085

**ABB Sace S.p.A.**

After Sales/ISV Service  
Viale Dell'Industria  
IT-20010 Vittuone (MI), ITALY  
Phone: +39-02-9034 7440  
Fax: +39-02-9034 7256  
24 h support: [service.motori@it.abb.com](mailto:service.motori@it.abb.com)