



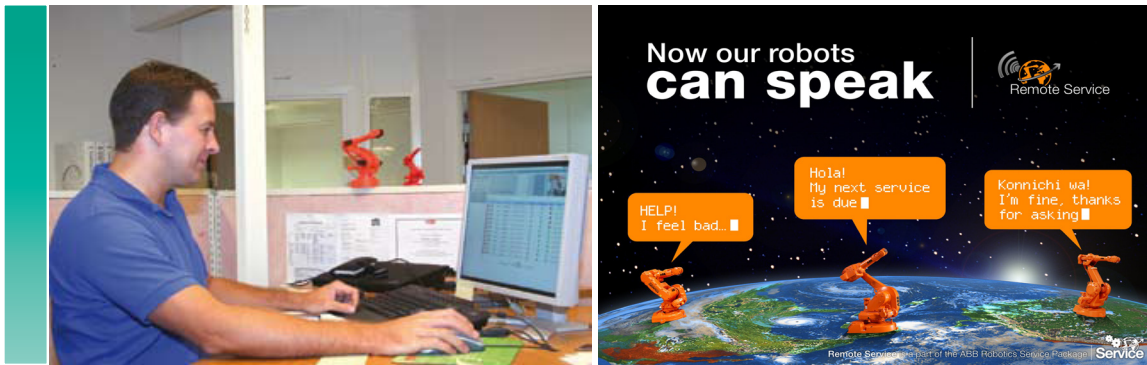
# Remote Service

## FIELD SERVICE OPERATIONS

ABB Remote Service is a wireless solution that enables a remote interface between the robot control system and the ABB Technical Support Center (**1-800-HELP 365**). Using cellular connectivity, ABB is able to remotely monitor robot performance and provide diagnostics in case of a downtime event. S4C Plus, and IRC5 robots are now able to be monitored and diagnosed from anywhere you have access to a standard internet connection.

To order Remote Service, call your service representative or our 24-Hour Customer Support Center at **1-800-HELP 365, press 1, 1.**

**“Improves Overall Equipment Effectiveness”**

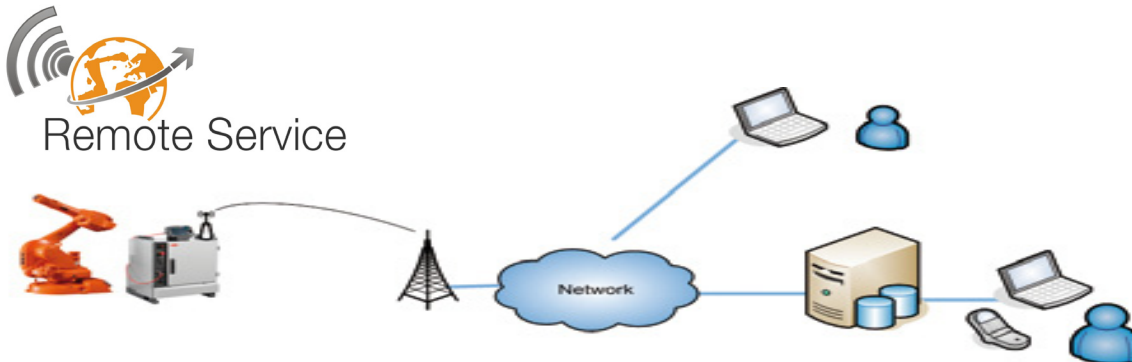


### Remote Service Features

- A wireless Internet solution that enables communication between the robot control system and ABB’s Technical Support Center (**1-800-HELP 365**)
- Allows monitoring of your robot’s performance 24/7
- Provides immediate notification of robot error or downtime to ABB server
- Automatically **backs-up all robot programs** and diagnostics logs
- Allows ABB Technical Support to remotely establish root cause, proper corrective actions, and provide technical assistance and problem resolution
- If problem cannot be resolved remotely, a service engineer is dispatched to customer’s site with all necessary spare parts and tools
- For robots with S4C+ and IRC5 controllers
- Purchased as single or multiple year service agreement

### The ABB Advantage

- Ease of monitoring robot status on My Robot web site ([www.abb.com/myrobot](http://www.abb.com/myrobot))
- Robot condition and availability reports
- Predictive indicators on manipulator
- Significantly improves **Mean Time to Repair**



[www.abb.com/robotics](http://www.abb.com/robotics)

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1-800-365-5555  
ABB SERVICE VICES