

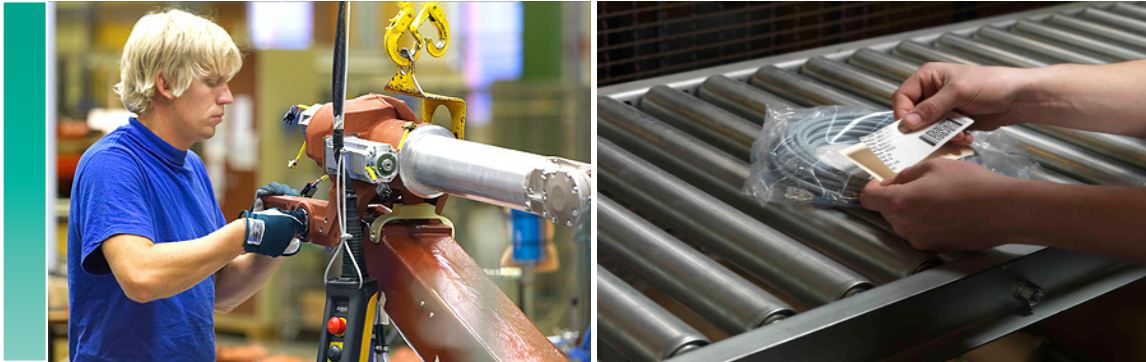


# Premium Service Agreement

## FIELD SERVICE OPERATIONS

ABB's Premium Service Agreement combines Preventive Maintenance and Extended Warranty Services to keep your robot system in top operating condition. PM Services are performed annually by a certified ABB Field Service Engineer. PM tasks are performed according to schedule and all work and findings are documented in a comprehensive PM report. The Extended Warranty Service offers "peace of mind" and quick response coverage with replacement parts and service labor should an unexpected failure occur after the standard warranty has expired.

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



### ■ Preventive Maintenance Service

- Inspection of robot and controller.
- Replacement of consumables., i.e. oils, lubricants, filters and bulbs. Batteries, if required, are replaced for an additional fee.
- Review and testing of all software for proper functioning
- Software is backed up on to electronic media.
- Thorough cleaning of all robot system equipment.
- Comprehensive PM inspection report  
(Recommended repairs are offered at a discount)
- Priority customer status
- \$500 After hours callout fee waived for service calls
- Travel & expenses invoiced at actual + 10%

### ■ Extended Warranty Service

- Parts and Service Labor coverage for the robot and controller
- Standard freight coverage on replacement parts
- Access to ABB Technical Support 24/7 (**1-800-HELP 365, press 1, 1**)
- Fully transferable if robot is moved to a new location or sold
- Priority customer status
- \$500 After hours callout fee waived for service calls
- Travel & expenses invoiced at actual + 10%
- Eliminates the need for an emergency purchase order.

### ■ Terms

- ABB Terms and Conditions ABBGTC-073101 apply.
- Length of the agreement is for one year.
- Quantity discounts available.
- Travel & expenses invoiced at actual + 10% admin fee (not to exceed \$100)
- ABB requires Preventive Maintenance services be performed on robots that have been out of warranty longer than three months. Any items found to require repair or maintenance, will be noted, and will need to be completed by your company or ABB within 30 days of the date of the inspection. Once the robot has been inspected and repairs completed, the extended warranty will begin.
- Warranty shall not apply if root cause of failure is determined as misuse or user error.
- Peripheral equipment and consumable parts are not covered under warranty.
- **Small robots** - IRB 140, 1400 1600, 2400, 260, 340, 3400 and 4400
- **Large robots** - IRB 640, 6400, 660, 6600, and 7600
- **Paint robots** - IRB 540, 58, 580, 5400, 5402, 5403, 5404, 5600, 5610 and 5640
- *Vintage model robots with S3 and C5.3 controllers are quoted on an individual basis. These include the IRB 2000, 3000, 3200, 6000, 510, and 5000 robots.*

**Small Robots**  
\$4,130

**Large Robots**  
\$4,740

**Paint Robots**  
\$5,360



1-800-365-5  
ABB SERVICE  
1-800-HELP-365