

ABB Service Agreement - RoboCare

Fix your budget and increase your productivity



ABB's RoboCare service agreement offers “peace of mind” and quick response coverage with replacement parts and service labor. Should an unexpected event occur, RoboCare eliminates the need for an emergency purchase order and other associated unexpected costs.

Peace of mind with ABB RoboCare

ABB realizes that the task of keeping optimum production performance while staying within budget is a big challenge. ABB RoboCare service agreement lets plant managers focus on their core production, leaving the task of keeping the robots in peak performance to ABB.

Increased productivity with remote diagnostics

The key features of ABB RoboCare service agreement are specifically developed to offer “peace of mind”, very much like an insurance. ABB Remote Service technology has proven to reduce unexpected breakdowns by up to 50%, resulting in increased production uptime. In case that an unexpected failure should still occur, we can do a first diagnosis remotely in minutes, thus reducing the meantime to repair.

Main Benefits

- Budget Safety
- Higher plant availability
- Reduced unexpected breakdown by up to 50%
- Response within minutes with Remote Service
- Global support network in more than 50 countries

RoboCare Service Agreement is available for 2 years (RoboCare II) or 3 years (RoboCare III)

Key features

ABB offers several support options in addition to the standard warranty to suit various needs. See diagram below.

Features	RoboCare III		
	RoboCare II		
	Year 1	Year 2	Year 3
Parts	x	x	x
Labor	x	x	x
Travel cost *	x	x	x
Technical Support Office Hours	x	x	x
Remote Support & Analysis	x	x	x
Incident & Failure Status	x	x	x
Remote Back up on demand	x	x	x
Preventative Maintenance	required	required	required

*) Certain limitations may apply subject to local conditions

Standard offer
With RoboCare

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Remote Service support

One of the main features and benefits of the RoboCare is ABB's patented Remote Service technology. Remote Service allows for long distance monitoring of the condition of robot systems and automatically generates alarms when a problem arises.

With Remote Service, more than 50 percent of stoppages can be brought back on line without intervention. If spare parts are required, the replacement can be shipped from our central warehouse at any time of day or night with our 24 hour parts availability service.

If needed, a service engineer will be dispatched to fit the new part. Additionally, ABB can perform regular backups of your robot's work programs in order to recover the system when needed, ensuring production continuity.

MyRobot, online information - 24/7 access to robot status from anywhere

The ABB MyRobot web page provides robot status information online so that you can monitor the status of every robot at a glance.

The comprehensive format provides instant access to information such as robot status, progress of open issues, reports and other critical data. If requested, an ABB engineer can access the error log, getting detailed device data and the complete event history in order to quickly identify the root cause of failure and monitor key indicators



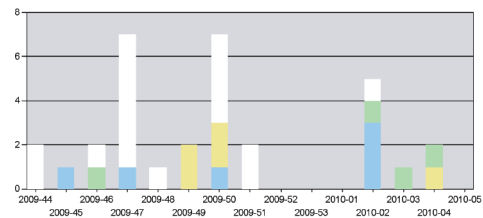
ABB's unique global service coverage

- World's leading manufacturer of industrial robots since 1969
- 175,000 robots installed worldwide
- More than 2,000 systems are Remote Service enabled
- 1,500 customer service employees operating in more than 50 countries and in 100 locations
- 40 years of maintenance experience with robots and robot systems.

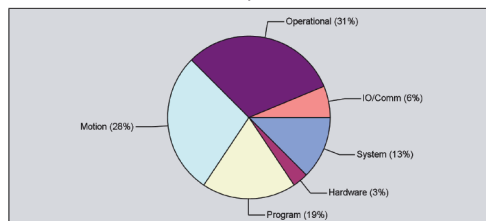
Alarms

No. of Alarms (Tot:32)	Type	Domain	Number	Header
6	Error	Program	40223	Execution error
5	Error	Motion	50204	Motion supervision
4	Error	Motion	50056	Joint collision
3	Warning	System	20314	Enable2 supervision fault
1	Error	Hardware	37001	Motors ON contactor activation error
4	State	Operational	10126	Program stopped
3	State	Operational	10013	Emergency stop state
2	State	Operational	10014	System failure state
2	Error	I/O/Comm	71058	Lost communication with I/O unit
1	State	Operational	10036	Revolution counter not updated
1	Error	System	20211	Two channel fault, ENABLE chain

Number of alarms per week



Alarms By Domain



Robot failure history as well as predictive measurements are analyzed to improve robot performance and avoid in most cases unplanned breakdowns. Robot Condition Reports are available on your MyRobot webpage

Our vision

ABB Robotics Service wants to be the reason why customers and partners continue to buy from ABB. We will provide world-class services wherever ABB robots and systems are installed.