



Extended Warranty Service Agreement

FIELD SERVICE OPERATIONS

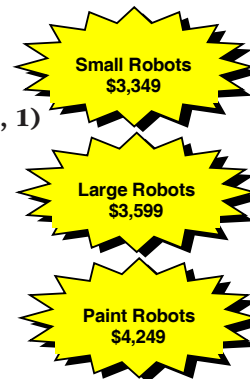
The Extended Warranty Service offers “*peace of mind*” and quick response coverage with replacement parts and service labor should an unexpected failure occur after the standard warranty has expired. The Extended Warranty agreement eliminates the need for an emergency purchase order and is fully transferable should you decide to move your robot to another location or sell it.

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



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 a Preventive Maintenance inspection 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.*

1-800-365-5555
ABB SERVICE CENTER

