

ABB Service agreement Response package with Remote Service



ABB's Response package, with Remote Services, guarantees the highest possible uptime for your critical robot production systems. ABB experts can analyse day and night the performance of your production equipment, and if needed dispatch a part or an engineer to eliminate potential unplanned stops. Remote Service technology is revolutionizing traditional on-call services and is proven to reduce down-time from hours to minutes.

Immediate response with Remote Services

Every minute of production downtime has financial consequences. But with ABB's Response package, future disruptions caused by unplanned stops are prevented. In case of wear or a condition change, an ABB engineer receives a notification and can remotely perform an immediate analysis of the condition.

On the basis of the performance data the maintenance schedule can then be adapted. In the case of an unexpected stop, a notified engineer can immediately access the data and error log that are created at the moment of the stop and identify the exact cause of the disruption.

Benefits with Response package

- Higher production uptimes
- Maintenance based on usage
- Fast program back-up
- Immediate remote support
- Guaranteed on-site response time
- Robot status update via MyRobot web page
- Lower environmental impact

Up and running within minutes!

The Response package

Response is the key word in a package designed to give help in minutes; when you most need it. When an unexpected stop occurs and you need your line back in production, 24 hours a day, 365 days a year, ABB will be at your service, guaranteed. A designated engineer can answer technical questions and provide priority service at short notice, and – if needed – a guaranteed response time.

Remote Service support

One of the main features and benefits of the Response package 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.

My Robot, online information – 24/7 access to robot status from anywhere

The ABB MyRobot web page provides robot status information online in one place 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.



Customer feedback

- Comercial de la Forja (Comforsa)- Spain

Josep Planas, Head of Maintenance, says:
"Data collected by Remote Service enables developing a predictive maintenance program that ensures that preventive maintenance can be done and stops can be avoided."

- Lodi Luigi e Figli Srl – Italy

Mr. Cetraro, Technical department says:
"Thanks to data collected by Remote Service, a number of corrections and refinements were made before major problems developed."

- Tetley GB Limited – United Kingdom

Colin Trevor, Engineering manager, says:
"Remote monitoring of our robots helps us to maintain machine uptime and prevent costly downtime."



Unique global ABB service coverage

- World's leading manufacturer of industrial robots since 1975
- 160,000 robots installed worldwide
- More than 2,000 systems are Remote Service enabled
- Almost 1,500 customer service employees operating in 45 countries and in 100 locations
- Almost 40 years of maintenance experience with robots and robot systems.