

ABB Service agreement Partner support package with Remote Service



ABB's Partner support package, featuring Remote Service technology, is designed to support you, your customers and your robot systems during build, commissioning and production. Access to the MyRobot web site provides you with full robot status information so you can constantly monitor your robots and act quickly to ensure you minimise end customer downtime.

Remote analysis of robot systems by ABB

A key feature of the Partner support package is ABB's Remote Service technology. The package is designed to support you, your customers and your robot systems during build, commissioning and production. Remote Service monitors and analyses the performance of the robot systems, generating alarms via SMS or e-mail before an incident occurs.

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.

As an additional feature, ABB can perform regular backups of the robot's work programs or analyse the availability performance of the robot during production to improve the robot's work cycle.

Benefits of the Partner support package

- Fast accurate problem identification gives reduced support time from hours to minutes
- Less travelling with 30% less visits gives cost and time savings
- Faster ramp-up phase gives earlier payment from your customer
- Faster recovery gives higher uptime for your customer
- Competitive differentiator gives added value to your brand

Note: The infrastructure of ABB's Remote Service ensures maximum security and ABB guarantees that all retrieved data remains strictly confidential. Remote Service does require a GPRS network or internet connection in close proximity to the robot.

Shorter ramp-up time

ABB engineers can quickly identify the status

If you need assistance from ABB a remotely based ABB engineer can immediately access a detailed data and error log and quickly identify the status of a robot. Rapid support can then be provided by telephone and prevents more than 50 percent of stoppages.

In case of unplanned stops, cells can be brought back on line quickly, reducing production down time from hours to minutes. Spare parts or intervention of a field service engineer can be arranged from ABB's worldwide service network in more than 45 countries if needed.

Technical data

ABB Remote Service is a global solution to support robots installed at sites with wireless remote service technology. Remote Service monitors vital functions within the robot and diagnostic data is automatically made available to ABB service engineers. If GPRS coverage is insufficient, the wireless connection can be replaced with a wired internet connection.

On-duty engineers can immediately analyse and support you or your customer. The accurate diagnostics can identify any fault that occurs or predict and prevent problems that may occur in the near future.

Easy to setup

The service device is mounted in the robot controller and connected to the main robot computer. A magnet antenna is placed on top of the cabinet to connect to a wireless GPRS network or the service device can be connected directly to the factory network.

MyRobot

The ABB MyRobot web page keeps all robot information in one place so that you and your customer can monitor the status of every robot via the Internet.

A comprehensive format allows instant access to information such as the status of the robots, progress of open issues, reports and other critical data. On request, an ABB engineer can immediately get access to an error log, detailed device data and complete history to quickly identify the root cause of failure as well as monitor key indicators.

Please contact your local ABB Robotics organization for more information.



MyRobot web site gives:

- Notification and auto-alert of events
- View of status and complete alarm history
- Access to incident & condition reports
- Access to system configuration data
- Robot program back-up on demand

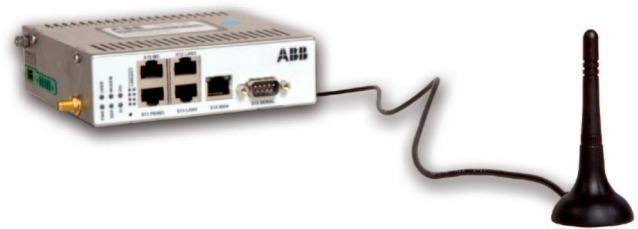


ABB Partner support package with Remote Service gives:

- Faster ramp-up during commissioning
- Immediate response in case of unplanned stoppages
- Global technical phone support and event analysis from ABB experts connected to Remote Service
- Higher uptime in production for your customer
- Lower environmental impact with less visits