



# Service Agreements

Field Service



## High availability, low operating costs

**A flexible choice of Service Agreements for ABB robots can help extend the mean time between failures, shorten the time to repair and lower the costs of ownership. Sounds like a great deal.**

> ABB understands well that business profitability is often built on the back of demanding production schedules, and that the harsher the conditions under which a robot works, the greater the wear and tear. The more your robot works, the more attention it needs to keep it running properly and producing high-quality goods. But ABB has also long recognized that customers have their own philosophies when it comes to service: Some customers want the benefit of outsourcing maintenance to the experts, while they concentrate on their core business. Others prefer the simpler “fix it when it breaks” approach.

ABB’s design of customer service agreements has been to engineer a flexible series of packages that can be tailored to meet the needs of any industry using ABB robot technology. The thinking behind the packages is simple: to deliver increased uptime, faster Mean-Time-To-Repair, and quicker error recovery. The following packages are available: Maintenance, Response and Warranty. You

select your own unique service agreement made up of one or more of these packages.

With all of the packages you receive access to ABB’s MyRobot Page, where you can easily find all information needed for your robots as well as reports generated from the preventive maintenance visits and other services performed.

### >FACTS

**A service agreement from ABB ensures:**

- High uptime for robot system
- Low maintenance cost
- Immediate action for unplanned stoppages

## Response Package



Remote Service

“Immediate response with remote service.”

### The Response Package

Response is the key word here, in a package that is designed to help you out in minutes when you most need it. When you have an unexpected stop and need to get your line back into production as soon as possible, 24 hours a day, 365 days a year, ABB is guaranteed to be on hand to answer technical questions and provide priority service at short notice, and – if needed – with a guaranteed arrival response time.

One of the key features and benefits of the Response Package is the use of ABB's patented Remote Service Technology to analyze the function of robot systems and automatically generate alarms when a problem arises. A remotely based ABB engineer can immediately access a detailed data and error log and quickly identify the exact fault, offering rapid support via telephone. Utilizing this approach, more than 70 percent of stoppages can be brought back on line, reducing production downtime. If spare parts are required, then replacement can be shipped to you from our central warehouse, at any time of day or night thanks to our 24-hour parts availability service. If needed, a service engineer can be sent to fit the new part.

As an additional feature, we can also perform regular backups of your robot's work programs or analyze the availability performance of the robot during production, to improve the robot's work cycle. All this with the use of ABB's Remote Service Technology.

**Note:** *The infrastructure of ABB's Remote Service ensures absolute maximum security and ABB guarantees that all retrieved data is treated strictly confidentially.*

### > FACTS

#### Response Package

- Priority Response
- Technical Support 24/7
- Field Service Engineer Dispatch 24/7
- Call-out Fee Waived
- Parts Availability 24/7
- Remote Failure Indication and Auto-alert
- Remote Support and Problem Analysis
- Critical Event Data Collection and Storage
- MyRobot Website access
- MyRobot Incident & Status Reporting

#### Optional:

- Guaranteed On-Site Response Time
- Remote Robot Back-Up – Scheduled or On Demand
- Pro-active Critical Event Analysis
- Predictive Failure Indication
- Robot System Availability Analysis

**Note:** *Some services may be limited in some countries.*



## “Secure your production.”

### The Maintenance Package

The Maintenance Package draws on ABB's years of production and maintenance experience with advanced technology and aims to extend the robot's Mean Time Between Failure period, thus maximizing its productivity. The feature contents of this package are configured accordingly, and include a Robot Service Assessment. Rather like a physical check-up for robots, this engineer's inspection determines the remaining life expectancy of each robot and suggests a number of ways this could be extended.

Scheduled Preventive Maintenance (PM) takes into account the work environment and the tasks performed by the robot, and the Maintenance Package provides PM parts and labor required to perform the work. With responsibility for routine maintenance shifted to ABB, this leaves customers to concentrate on their core business.

Other features include Priority Response, giving customers peace of mind and priority service when they most need it. A detailed Maintenance Report is also provided, and during office hours customers will have unlimited access to ABB Technical Support experts via telephone or email. As with all Service Agreements, additional benefits can be arranged as part of the package. ABB can arrange a Workcycle Optimization Analysis to investigate how robot performance could be improved, or how the productivity of the entire manufacturing facility might be enhanced. Multiple performance measurements allow the ABB specialist to make condition-based and predictive maintenance proposals in order to prevent potential stops.

### >FACTS

#### Maintenance Package

- Scheduled Preventive Maintenance
- Preventive Maintenance Parts and Labor
- Maintenance Report
- Robot Service Assessment
- Priority Response
- Technical Support (office hours)
- MyRobot Website access

#### Optional:

- Technical Support 24/7
- Parts Availability 24/7

*Note: Some services may be limited in some countries*

# Service Agreements

## Warranty Package

“Protect your investment at a fixed cost.”

### >FACTS

#### Warranty Package

- Full Spare Parts Coverage
- Full Labor Coverage
- Full Travel Cost Coverage
- Priority Response
- Technical Support office hours
- MyRobot Website access

#### Optional:

- Technical Support 24/7
- Parts Availability 24/7

*Note: Some services may be limited in some countries.*

#### All Packages have the following available on demand:

- Workcycle Optimization Analysis
- Robot System Availability Report
- SmartSpares™ Inventory Management
- Robot System Availability Report
- Condition Based Maintenance



#### The Warranty Package

This package provides peace of mind, so that should an unexpected failure occur, you have the confidence and assurance that your equipment is protected.

The Warranty Package covers the costs of all replacement parts and labor, and standard shipping charges for failures caused by defects in material or workmanship.

It allows easier and predictable budgeting, and costs can be spread throughout the agreement period, thus avoiding peaks in spending. This package is subject to local conditions, where distances may be a factor.Ⓞ

### >FACTS

#### How much can you save?

The Service Agreement with ABB can be as individual as the customer's needs, though ultimately it is all about finding the right economic solution. And having that solution will prove to be an economic success: Experience shows that customers who maintain a service agreement with ABB can save up to 35 percent on the costs of their automation maintenance by ensuring that their equipment is kept in top working condition.

