

# Pre-owned Parts (PoP) Economical, high quality ABB parts

## Frequently asked questions

### What is a PoP part?

Pre-owned Parts (PoP parts) is a new offering. These parts are sourced, tested and offer a one year warranty.

### Where do they come from?

PoP parts generally come from upgrades and inventory buybacks from our end users, often where ABB has been doing the service.

### Are they in stock?

Yes, several hundred PoP parts are currently in stock and we are working to expand our PoP inventory. Additional inventory is being added daily.

### Who can order them?

ABB system end users.

### I've been told that surplus parts are lower quality and carry some risk. Why should I buy PoP parts?

Because ABB PoP parts are different. We buy them from known sources, we begin with a higher quality base part. We follow similar testing procedures as with repaired and refurbished parts.

### Can I order these against my CAP or Utilization contract?

No, PoP parts are priced very competitively – no additional discounts are applicable.

### How do I order them?

The same way you order any part. See ordering and contact information below. The same part numbers are used, only with a "P" prefix.

### Are PoP parts tracked differently than repair or refurbished parts?

Yes, all PoP parts are serialized and marked as a PoP part in the repair center prior to distribution.

### What is the warranty?

The warranty is 12 months from date of shipment. The first warranty replacement is another PoP part, The second warranty replacement is a Refurbished or New part.

### Are they upgraded?

Generally, PoP parts are not brought up to the latest revisions. However, ECN's that relate to performance issues or safety are installed. Harmony controllers are stocked with the latest firmware revisions, but can be downgraded.

### What is the price?

PoP parts offer a competitively priced, lower cost alternative to repaired, refurbished or new replacement parts.

**How is a PoP part different than a refurbished part?**

Refurbished parts are brought in on exchange as failed parts, and completely refurbished and repaired. All engineering changes and design updates are applied, along with replaced components, updated RAM, etc.

**Can these be stocked in Inventory Access?**

No, the goal of Inventory Access is to keep on hand a compliment of the highest quality spares possible. While PoP parts are better than typical surplus, there is some level of risk associated with these parts, which is contradictory to the goals of Inventory Access.

**What discounts are available?**

These parts are priced extremely competitively, no discounting is available.

**Is there a core credit?**

Due to competitive pricing model, there is no exchange or core credit process. Upon request, ABB will issue an RMA, so that we may properly dispose of or recycle these in accordance with all environmental regulations.

**If I have excess inventory I would like to sell to ABB, who do I contact?**

If you have excess inventory for return consideration, please provide a detailed description of items, including: part number, description, quantity, and part status (i.e. new, used, or failed). All buybacks will be considered. Contact Marty Coffman (information below).

**Why are ABB PoP parts better?**

- **More secure:** ABB has secure sourcing channels. ABB cleans and tests parts, reducing the risk of parts with performance issues or problems.
- **Better availability:** ABB offers customers a single source of supply. All parts can be bought from one source, lowering the costs associated with searching for parts from various suppliers, and creating multiple purchase orders.
- **Better support:** No one knows these products better than the OEM. We provide technical support, and parts knowledge, with global parts resources.
- **Better warranty:** You will get a working part, not just end up with your money back. PoP parts are backed by ABB's global parts inventory, including repaired, refurbished and new parts inventory.

**To order Pre-owned Parts, contact:****North America Customer Service Center**

29801 Euclid Avenue

Wickliffe OH 44092 1832, USA

Tel: 1 800 HELP 365 (1 800 435 7365) option 0

Outside USA/Canada: +1 440 585 7804

Fax: +1 440 585 5087

E-mail:

**Web:**

**For excess inventory return consideration, contact:**

**Marty Coffman**

E-mail:

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