After Sales Service
Supply and support for the long-term
After Sales Service

Vision & Mission

As one of the world’s leading engineering companies, we help our customers to increase industrial productivity and to lower environmental impact in a sustainable way. We also have a commitment to provide our customers with superior distinctive After Sales Service that will differentiate us from the competition.

You can obtain advanced solutions to problems, service and professional consultation through our After Sales Service program. Expert engineers with extensive experience of all types of Force Measurement products are available to assist you. These include Stressometer® Flatness Control, Millmate Thickness Gauges, Millmate Roll Force systems, Millmate Strip Tensiometers, Millmate Strip Scanners and PillowBlock Tensiometers for rolling mills, PillowBlock Tensiometers, Mini PillowBlock Tensiometers and Pressductor® Radial Tensiometers for converting and paper mills as well as Cylmate® Systems for large diesel engines.

Installation & Commissioning

In order to achieve continuous good performance in your mill we offer installation supervision and commissioning. Our highly skilled and experienced service engineers, located close to you can carry out commissioning, inspection, trouble-shooting and on-site service.

Together with our product experts we can check your installation in order to identify possible problems and propose corrective actions.

ABB’s After Sales Service continually develops global support together with our customers and thereby ensuring your long-term commitment and secure your production.
Maintenance & Field Services
We guarantee our product and system performance through our maintenance and field services. The aim is to reduce the risk of untimely and costly disturbances and downtime. In order to obtain good performance we offer preventative maintenance by analyzing specific failures and identifying the root causes. This unique application competence offers significant advantages to our customer base.

The key to a successful preventative maintenance program is creating a good equipment history so you can improve your program, justify changes and avoid unplanned stops.

Support & Remote Services
Qualified ABB engineers are always available to provide customer support. Via the Support Line you can have a direct link into the Force Measurement technical support organization. Support Line covers all Force Measurement products for the rolling mill industry.

For Stressometer Flatness Control we offer remote service to your site for fault tracing and analysis.

For Cylmate, our diesel engine performance monitoring system for large marine vessels and power stations, you can take advantage of our e-mail support link (cylmate.support@se.abb.com) anytime, anywhere.

In the long-term, spend time on the items with the biggest return, but remember to resolve the simple issues first. They add up and offer quick returns.
Engineering & Consulting
We offer advanced engineering and consulting services based on extensive experience and genuine know-how. Our application knowledge is utilized not only to identify possible upcoming problems, but maybe more important, opportunities for improvements.

We carry through:
- Site surveys
- FE-analysis of load cell installations
- Installation proposals
- Fine tuning of Stressometer Systems for improved flatness performance

Finite Element analysis
FE-analysis is a computer simulation technique used in engineering analysis. It uses a numerical technique called the finite element method.

Such a structural analysis allows the determination of effects such as deformations, strains, and stresses which are caused by applied structural loads such as force, pressure and gravity.

ABB helps you reach a high mill availability. Preventative maintenance is a pro-active measure to minimize machine downtime and breakdowns. This results in a lower level of off-spec paper or strip, which the mill has to sell for an off price.
Optimization
We offer optimization of flatness performance deriving from e.g. site survey for identifying opportunities for improvements.

One way to improve flatness in cluster mills is by using Cluster Optimization. Based on customer data a simulation and calculation is carried out. The results can then be reviewed and tested on site by re-tuning the mill.

Since the mill characteristics as well as the production mix will most likely change over a period of time, it is an opportunity to ensure the best performance in the mill.

Actuator optimization in cluster mills
It is possible to improve the strip flatness control in a 20-high mill by optimizing the shape of the tapers of the first intermediate rolls. Traditionally tapers with one step are used. This will in most cases lead to problems with quarter buckles. By using ABB optimized multistep tapers the buckles can be removed.

Training
A full range of Force Measurement product training courses are available to customers world-wide. Training courses are regularly arranged at ABB University in Västerås, Sweden, but can also be arranged on-site at your location. Depending on your requirements and needs, training programs can be tailor-made to suit your situation.
Spare Parts

ABB has the required resources to meet a customer’s long-term needs for spare parts. Later on, migration becomes more and more important and we can help you to upgrade your existing installations.

The website “www.abb.com/partsonline” is our global online ordering and inquiry tool. Our range and stock is fully visible, helping you when you make your inquiries. However note, in order to place an order, you have to contact the local ABB sales office.

Exchange unit

For some of the Force Measurement products we can offer exchange units.

In order to minimize your mill downtime we can offer a range of factory revamped exchange units, with full warranty. The faulty unit has to be returned to ABB Force Measurement.

The thickness reference signal is of vital importance to the AGC performance, hence the MTG gauging head is available as an exchange unit for quick replacement.
**Repair**

High quality, unique competence and cost-effectiveness are just some of the things that make ABB one of the most competitive companies of today.

ABB Force Measurement gives you the opportunity to benefit from fast and skilled service for repairs and upgrades of all our products; from electronic parts/units to load cells and Stressometer measuring rolls.

Our skilled and experienced technicians offer upgrades to the latest versions as well as repairs and revamps of Force Measurement Products.

Upgrading your system is always beneficial for you as you will get our latest improvements at a low cost and with full warranty.

ABB Force Measurement invented the Pressductor® technology and has designed and provided load cells to the industry for more than 50 years and is of course the only reliable option for repairs.

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**Fast Repair for Roll Force load cells**

We know that you cannot afford to have your mill or process line not producing. To make sure that this do not happen ABB Force Measurement has introduced Fast Repair service for Roll Force load cells.

Fast Repair stands for quick turnaround time at a low cost with high quality.

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Day 1  Day 10

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**ABB – the only trustworthy option**