To ensure that low voltage AC drives remain fully functional throughout their lifecycle, ABB offers a drive care contract.

The ABB drive care contract aims to relieve the end-user from any maintenance burden so that they can focus on their core business.

There are four service levels that can be included within an ABB drive care contract: preventive care, complete care, technical support, and response time.

**Preventive care**
ABB maintains its drives in accordance with drive specific maintenance schedules. These schedules contain annual inspections and component replacements. The contract includes all materials and labor. The contract can also include travel costs.

In small- and medium-sized businesses, ABB can help keep the drive in top condition, thereby avoiding the expensive, and often unnecessary, option of replacing the drive. In larger plants, preventive care avoids unplanned downtime and energy production loss.

**Technical support**
ABB provides 24 hours technical support via telephone or e-mail.

**Response time**
A drive care contract can include a 4 to 48 hours response time which ensures that an ABB service engineer arrives to customer’s site within an agreed time schedule.

**Contract period**
A drive care contract typically runs for 12 months minimum. It automatically extends annually unless agreed otherwise. New drives can be easily added to the contract.

**How to enter into a contract**
Drive care contracts are available from the local ABB office. Simply select the services needed - see overleaf - and call ABB for a quotation.

Please note that the following information is needed when seeking a quotation for a drive care contract: ABB drive type(s), serial number(s).
What is it? Preventive maintenance carried out by ABB authorized engineers according to the maintenance schedule during planned shutdowns. Annual inspections and aging components replacement increase the reliability and the lifetime of the drive.

What is provided? Preventive maintenance parts and labor, scheduled maintenance includes:
- Regular inspections:
  - Visual inspection, checking, measurements
- Ordering, delivery and replacement of components
- Genuine, factory-certified parts
- Functional testing of the drive
- Material expenses and labor included, travel cost can be included if required

What are the benefits? Reduced requirement for in-house skills, accurate cost control, extended drive lifetime.

Complete care

What is it? In case of a failure, ABB ensures the drive is operational through repairing or replacement. Complete care covers every risk associated with the drive. It is ideal after the product warranty period.

What is provided? In addition to preventive care (see left), complete care provides:
- Spare parts or modules necessary for a repair
- Repair or replacement of failed drives under contract
- Material and labor expenses associated with repair. Travel costs can be included if required

What are the benefits? Fixed yearly maintenance budget, operational efficiency, thus reduced downtime, drive failure risk transferred to ABB.

Technical support

What is it? ABB provides 24 hours technical support via telephone or email.

What do I get? 24/365 access to ABB's drives engineers.

What are the benefits? Fast troubleshooting, priority processing of urgent cases.

Response time

What is it? A 4 to 48 hours response time option which ensures that an ABB service engineer attends site at the agreed time schedule.

What do I get? Guaranteed arrival of service engineer on site between 4 to 48 hours, depending on customer location.

What are the benefits? Priority-based attendance of ABB specialist on customer site.

For more information, please contact your local ABB representative or visit:

www.abb.com/drives
www.abb.com/drivespartners

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