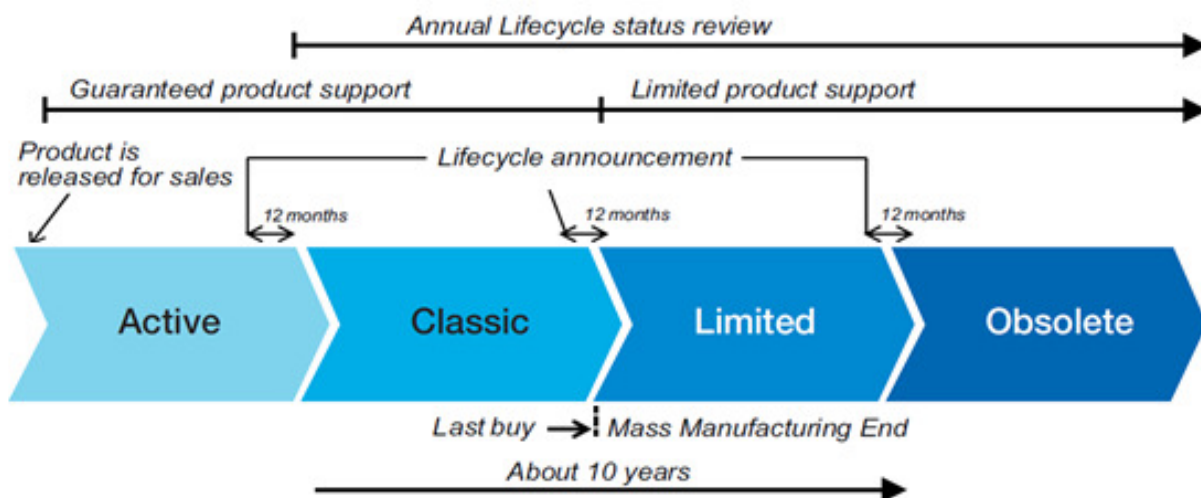


Fact File

Low Voltage Switchgear Service Life Cycle Management (LCM)

ABB's life cycle services for Low Voltage Products and Switchgears provide clarity on existing assets and improve bottom line operational results through expertise and knowledge.



LCM Definition

For each Low Voltage product or switchgear, ABB defines the Product Life Cycle Management model from the development to aftersales services, aimed at providing proactive services for maximizing availability and performance.

The model divides a product's life cycle into four phases: active, classic, limited and obsolete. Each phase has different implications for the end user in terms of services provided.

LCM represents the company's capability to effectively and efficiently manage and innovate its products and the related service during the whole product life.

Key benefits

- total transparency of the product life cycle
- enabling efficient product support and maintenance for improved reliability
- adding functionality to the initial product by upgrading or retrofitting
- providing a smooth transition to new technology at the end of the product life time
- helps set out a life cycle management plan to prolong equipment life and avoid premature failure
- assists with the development of life cycle planning and budgeting.

For more information, contact your local ABB representative or visit: www.abb.com/mns

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Fact File

Low Voltage Switchgear Service Life Cycle Management (LCM)

Active phase

The active phase starts when the product is launched. In the active phase the end user benefits from different warranty options and other services such as training and technical support for optimum performance.

Complete life cycle services from spare parts and preventive & predictive maintenance and customer support agreements are also provided. The active phase of a product ends when its volume production ceases because there is a new active.

12 month before the status changes, ABB issues an announcement of the life cycle phase change.

Classic phase

Our customers continue to benefit from complete life cycle services throughout the classic phase. The classic phase is closely aligned with ABB's research and development work to provide continuing support for products while developing future switchgear generations. In the classic phase upgrades may be provided to guarantee that the product continues to operate at its peak performance.

Even though a product is no longer actively marketed in the classic phase, complete products remain available for purchase for plant extensions. Accessories and spare parts are further available.

Throughout the classic phase, ABB reviews the availability of services. Should there be any change in the availability of services, ABB issues a life cycle announcement. This way the end users are kept fully informed.

Limited phase

In the limited phase, services gradually become obsolete. Technical support (field service, phone support, etc.) continues, but may diminish over time with decreasing installed base.

Spare parts are available as long as components and materials can be obtained. In addition to the annual life cycle status reviews, ABB issues a life cycle phase change announcement, half a year prior the product becoming obsolete. This is the last opportunity to transfer to new technology before product services end.

Obsolete phase

A product or solution is transferred to the obsolete phase when it is no longer possible to provide services at reasonable cost, or when ABB can no longer support the product technically, or the old technology is not available.

They are no longer manufactured as a complete product; only component spares, refurbished apparatus, retrofit and/or revamping solutions available.