

Service Agreements and System Care

Controlling production costs

Our Customer Service portfolio includes:

■	Field Service
■	Parts and Logistics
■	Training
■	Reconditioning
■	Pre-owned Robots
■	Service Agreements & System Care
■	Process and Application Consulting

ABB

ABB Flexible Automation worldwide locations

Argentina Asea Brown Boveri S.A. Buenos Aires +54 11 4 229 5500/5600 **Australia** ABB Industry Pty Ltd. Lilydale +61 3 9735 7222 **Austria** ABB AG Wien +43 1 60109 3721 **Benelux** Asea Brown Boveri S.A.-N.V. Zaventem +32 2 718 6311 **Brazil** Asea Brown Boveri Ltda. Osasco-Sao Paulo +55 11 7088 9111 **Canada** Asea Brown Boveri Inc. Brampton +1 905 460 3000 **China** ABB Engineering (Shanghai) Ltd Shanghai +86 21 504 80 101 **Czech republic** Asea Brown Boveri s.r.o. Praha +420 2 2283 2111 **Denmark** ABB Energi & Industri A/S Skovlunde +45 44 50 44 50 **Estonia** ABB Esti AS Tallinn +372 6 711 800 **Finland** ABB Service OY Helsinki +358 10 222 000 **France** ABB Flexible Automation s.n.c. Saint Ouen l'Aumône +33 1 3440 2525 ABB Body-in-White SA +33 1 3040 4700 **Germany** ABB Flexible Automation GmbH Friedberg +49 6031 850 **Hungary** ABB Ltd. Gyor +39 96 512 950/953 **India** Asea Brown Boveri Ltd. Calcutta +91 33 470 1811 Bangalore +91 80 839 5181 **Italy** ABB Flexible Automation S.p.A. Milano +39 02 26232 1 **Japan** ABB K.K. Tokyo +81 3 5482 2160 Kobe +81 78 991 4508 **Korea** Asea Brown Boveri Ltd. Seoul +82 2 528 3070 **Malaysia** ABB Industrial and Building Systems Sdn Bhd Kuala Lumpur +60 3 972 1888 **Mexico** ABB Sistemas S.A.de C.V. Mexico + 52 5 328 1400 **Norway** ABB Flexible Automation A/S Bryne +47 51 489 000 **Poland** ABB Automatyka Sp zo.o. Warsaw +48 22 6080 785 **Portugal** Asea Brown Boveri SA Amadora + 351 21 425 6335 **Romania** Asea Brown Boveri S.R. Bucharest +40 1 310 4380 **Slovak Republic** ABB Elektro s.r.o. Bratislava +421 7 4926 6314 **Slovenia** Asea Brown Boveri d.o.o. Ljubljana +386 61 131 5126 **South Africa** ABB Automation (Pty) Ltd Alrode + 27 11 864 5340 **Spain** ABB Flexible Automation S.A. Sant Quirze del Vallès +34 93 728 8700 **Sweden** ABB Flexible Automation AB Västerås +46 21 344 500 Laxå +46 584 82000 ABB Robotics AB Västerås +46 21 34 40 00 **Switzerland** ABB Flexible Automation AG Zürich +41 1 435 6555 **Taiwan** Asea Brown Boveri Ltd. Taipei County +886 2 2577 6090 **Thailand** ABB Industry Ltd. Bangkok +66 2 709 3346 **Turkey** ABB Elektrik Sanayi A.S. Istanbul +90 216 365 29 00 **United Kingdom** ABB Flexible Automation Milton Keynes +44 1908 350 300 **USA** ABB Flexible Automation Inc. New Berlin WI +1 262 785 3400 Auburn Hills MI +1 248 391 9000 Welding Systems Div. Fort Collins CO +1 970 225 7600 Paint Automation Div. Indianapolis IN +1 317 876 9090

Business Area Flexible Automation Headquarters

Switzerland, Zürich +41 1 319 6125

SE 10007 EN_LRO

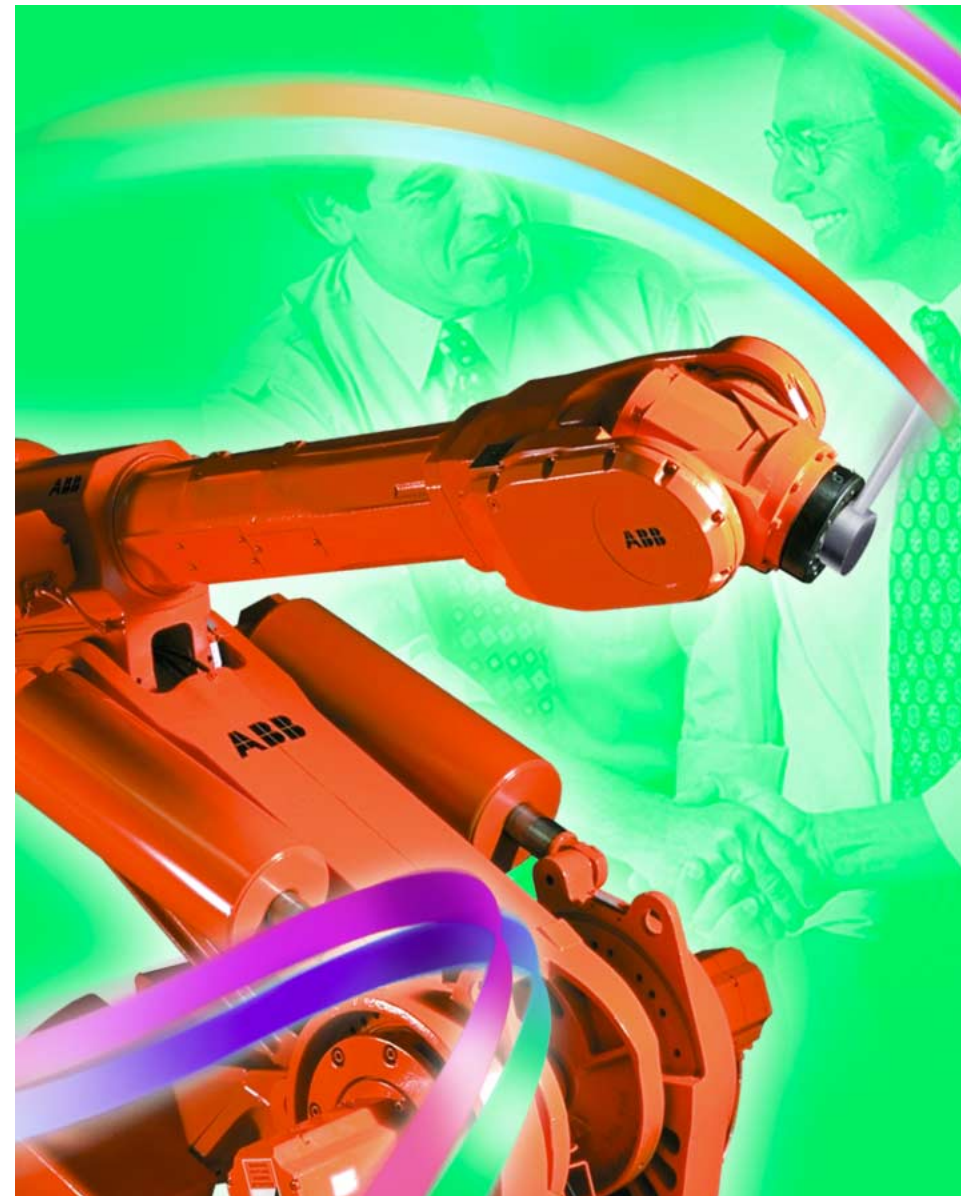


ABB Automation

ABB

Service Agreements and System Care

ABB is committed to providing its customers with the highest possible standard of responsive, reliable and quality service. To keep your equipment in optimum condition and help you to budget for your service requirements in advance, ABB has developed a range of service agreements.

Our Service Agreement portfolio includes:

- Preventive maintenance
- Service availability
- Warranty extension
- Technical telephone support
- Full maintenance
- System care

Preventive Maintenance

Preventive Maintenance Agreements provide regular service and inspection of your robot system and its operational condition. Our factory trained field service engineers will service your equipment at planned intervals and at mutually convenient times, allowing you to minimise the risk of equipment failure and expensive production downtime, reduce your resource requirement and ensure that your equipment is kept in optimum condition.

An example of the elements included in a Preventative Maintenance agreement for a robot is:

- Mechanical and electrical inspection
- Position calibration
- Lubrication service
- Cleaning service
- Robot cable inspection
- A written report detailing equipment status, actions taken and further recommendations.

Availability

ABB's Availability Service Agreements offer additional levels of support that you can rely on, when you need it. An Availability Agreement generally includes:

- Priority technical, telephone support 24 hours a day, 7 days a week, 365 days a year.
- A 24-hour response to an engineer call out.
- 24-hour parts despatching service
- Guaranteed response times of 12-hour, 8-hour and 6-hour are also available.

Extended Warranties

Extended Warranties offer flexible, comprehensive protection with multi-year coverage beyond the basic warranty period. These agreements are available for periods up to three years and cover parts and shipping charges, labour costs and preventive maintenance.



Technical Telephone Support

ABB's Technical Telephone Support provides access to a fully qualified ABB engineer who can offer technical assistance, remote diagnostics, despatch a service engineer or replacement parts. This service is available 24 hours a day, 365 days a year.

Full Maintenance

To maintain optimal performance of your system and provide continuous support for your operation, ABB offers a comprehensive Full Maintenance Service Agreement in which we take responsibility for the complete maintenance of your installation.

A full maintenance service agreement includes:

- Regular preventive maintenance checks by a designated service engineer
- Parts
- Flexible scheduling
- Detailed preventive maintenance reports
- Guaranteed response time

- Priority 24 hour hot line support
- 24 hour parts despatching service.

Additional options include a full time, on-site service engineer.

Flexible Service Agreements

In addition to our standard Service Agreements, we also offer Flexible Service Agreements. These are customised agreements designed to meet the specific needs of your production process.

System Care

A System Care contract requires a long term partnership. With this type of contract, ABB take full maintenance responsibility for the complete flexible automation process including:

- Developing and executing the Maintenance Master Plan
- ABB personnel permanently based on your site
- Continuous improvements
- Performance guarantees on pre-defined metrics

