



Measurement Products service
Value creation through optimised service

ABB's Measurement Products service – a new force in keeping processes on-stream

ABB's Measurement Products is the new name for ABB's process analytics and instrumentation businesses. The newly formed business unit brings together the finest products, solutions, services and support of the former businesses. This includes a range of services covering the life cycle value chain from pre-purchase through to recycling.

Meet the UK & Ireland team

Whether a site has equipment for process control or emissions to air or water effluents, Measurement Products service has the strength in human resource and reach throughout the UK and Ireland to meet any service requirement.

The UK service business provides over 50 employees including over 30 factory trained field engineers, four in-house co-ordinators and three experienced regional managers along with a dedicated team of workshop based repair engineers. This gives customers access to the largest instrumentation service team in the industry, led by Charles Bennett, Service Manager, Measurement Products.

"We are passionate about adding value to our customers instrumentation and analytical portfolio," says Charles. "To operate any process efficiently and reduce down time, it is essential that instruments are maintained at their optimum performance. ABB is your partner for delivering on your service expectations. When investing in Measurement Products you do not only get reliability and leading edge technology but the best services and support in the business."

Life cycle services

The services offered by Measurement Products span the entire asset lifetime, from the moment a customer makes the first enquiry to replacement and upgrade of the product. This life cycle service approach saves costs, time and stress, giving peace of mind that all instruments are maintained to the same proven standard.

Throughout the lifetime of an asset, ABB provides training, technical support and comprehensive service contracts to cater for all instrumentation. Current contracts and agreements can be expanded to cover other instruments and components thereby reducing costs and time for administration and engineering personnel.

Pre-purchase

ABB provides a range of services and support that help guide the customers to the right products for their applications.

Installation and commissioning

ABB provides professional installation and commissioning as well as initial and ongoing verification and calibration.

Operation and maintenance

From maintenance assessments, preventive maintenance and reconditioning to spare parts and repairs on-site or within its workshops, ABB can help.

"With a strong emphasis upon service quality and response,

ABB is now in a position to offer its customers a complete maintenance programme for all measurement devices, drawing upon our unrivalled expertise and experience," says Charles Bennett.

Upgrade and retrofit

ABB products can often be upgraded to improve the performance of the application. Existing processes can be economically modernised by retrofitting the latest technology.

Replacement and recycling

ABB can advise on the best replacement products while ensuring that the products are disposed of in a way that meets all local environmental regulations.

Benefits of ABB's Measurement Products service

"Through consolidation of overall instrumentation maintenance costs into a single partnership, both ABB and its customers are able to benefit from a value-based service programme," says Charles Bennett.

The benefits to a customer's plant or process of a value-based service programme are far reaching and include:

- Improved reliability which minimises costly ad-hoc call out charges
- Field expertise and resource levels that maximise availability with prompt in-situ servicing/repair
- Multi-discipline skilled engineers that eliminate unnecessary site visits



- Single point of contact to minimise scheduling and communication
- Reductions in administrative costs as repairs, spares and service are sourced from a single supplier
- Tailored services that meet specific needs at optimum costs, saving costs year on year

What's on offer - Services portfolio

The integration of ABB's water and gas analytics capabilities into its wider field instrumentation and devices services portfolio, allows the company to focus on delivering comprehensive service solutions to its UK & Ireland customers.

ABB provides services for a wide range of measurement devices, whether ABB devices or from a third party, some of which are shown below:

	Pre purchase		Installation & commissioning				Operation & maintenance														Upgrade & retrofit		Replacement & recycling					
	Selection and dimensioning	Life cycle audit	Installation	Installation support	Commissioning	Start up	Class room training	On-site training	Technical support	Preventive maintenance	Preventive maintenance kits	Reconditioning	Calibration	Maintenance assessment	Spare parts	Exchange units	Consumable spares	Spare part packages	Diagnostics	Remote diagnostics	On-site repair	Workshop repair	Service contracts	Retrofit	Upgrade	Replacement	Recycling	
Instrumentation																												
Valve actuators and positioners	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	▲
Analytical instruments	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	▲
Flow measurement	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	▲
Pressure measurement	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	▲
Recorders and controllers	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	▲
Temperature measurement products	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	▲	

● = service available
▲ = service under development

Please note: availability of services may vary from one country to another and certain services may not apply to all the product lines of a particular product group. More detailed information, including any new ABB services, is available by contacting your local ABB organisation direct - contact details can be found at www.abb.com/service

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