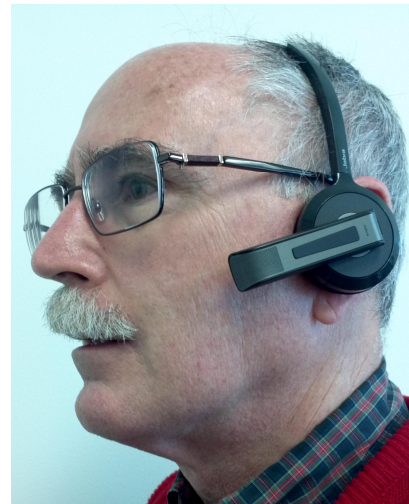


SupportLine – Process Analytics

Maintain systems and equipment operation at top performance

A SupportLine Technical Support subscription provides Priority After Hours access to knowledgeable ABB Factory Certified Technicians.



Benefits

- After Hours & Remote Technical Support
- Priority support with guaranteed call back for contract callers
- Response time of less than 4 hours by Level 2 Technical Support
- Managed case status ensures expedient resolution
- Remote Connectivity with eWon* reduces problem resolution time
- 24-hour / 7 day a week 800 number Call Center

Support network

A SupportLine technical support subscription provides fast access to ABB experienced technical support resources, with call priority. In fact, up to 80% of all user inquiries received in our customer service center are resolved during the initial contact with a support engineer.

During emergency or non-emergency situations, SupportLine processes include state-of-the-art call management to quickly route requests to appropriate resources, 24 hours a day.

Each support case is assigned a case number and carefully tracked by the assigned support specialist to ensure expedient and complete resolution. If escalation becomes necessary, our support structure includes 24-hour access to ABB global product and development resources.

Up-to-date information

Technical support engineers are up-to-date on the latest product information and have access to extensive technical information for ABB products and systems. This includes a library of system and process knowledge and documentation. An archive of support case resolutions is also available to assist in expediting the resolution of support requests. This tool set, combined with on-going training programs, assures the most accurate and qualified response.

Remote Support

A SupportLine technical support subscription includes the hardware and software to enable on-demand remote connectivity using the eWON* industrial router to assist with system troubleshooting to identify and resolve configuration and maintenance issues. This remote service also allows ABB engineers to support project start-ups, firmware updates and informal coaching.

Subscription levels

A basic subscription includes:

- 20 hours of technical phone support with remote diagnostic support using eWon hardware or remote PC connection
- One initial site visit included for training and setup of the hardware for remote support. **
- **SupportLine 20 hours \$11,000**

* eWON www.ewon.us

**Hours associated with on-site, corrective maintenance are not included with this contract and may be purchased separately.

SupportLine

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