



SERVICE, JUNE 2021

FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

FTPA2000-260 Series stands for **F**ourier **T**ransform **P**rocess **A**alyzer.

Whatever the application and industry, it is a critical component for operations.

Our large offer of services and products ensures customers to get as much as they can out from their ABB analytical equipment. For so, we do suggest to perform a periodic maintenance scheduled once per year validating factory specifications, sustaining best performances, and minimizing, in the extent possible, downtimes.

On the other hand, support is not limited to maintenances. Chemometric advises, spectroscopy support and commissioning assessment are part of our Porte folio too. The 260 analyzer is a high duty cycle, high-end analyzers and upgradable equipment, extending therefore its lifetime for optimal conditions operation.

ABB also offers services for Lab FT-NIR systems (MB3000 Series), and other FT-NIR process application (TALYS, FTPA2000-400 Series), Reid Vapor Pressure, Multiwave etc.



FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Complete Range of Services and Support

Trade-In program

Preventive Maintenance Program

Computer and software upgrade

Spectrometer electronics upgrade

Standard and customized training

Spare parts and maintenance kit

Business On Line (BOL)

ABB Ability™ Remote Assistance for Measurement Devices



FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Trade-In: Move to State-of-the-art FTNIR analyzer

To avoid any inconveniences related to parts obsolescence, unavailability and unpredictable down-time, ABB offers a Trade-In program:

Turnkey solution:

- Eliminate problems related to electronic obsolescence
- No cost sampling handling system to redesign
- Same connectivity: Pneumatic, electric...
- Seamless calibration transfer from old to new analyzer

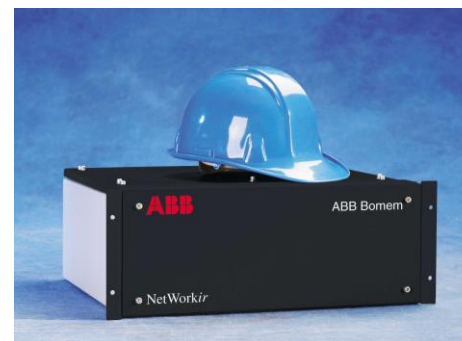
Available supports for your analyser are:

- FTPA2000-260 Field Exchange Program
- WPA Hardware migration

FTPA2000-200-E
WPA-MIG-LEVELB

Exchange program benefits:

- 12 months warranty on the new analyzer
- New interferometer optical design
- New BMXS electronic control and acquisition technology
- New laser and source module
- Improved power supply



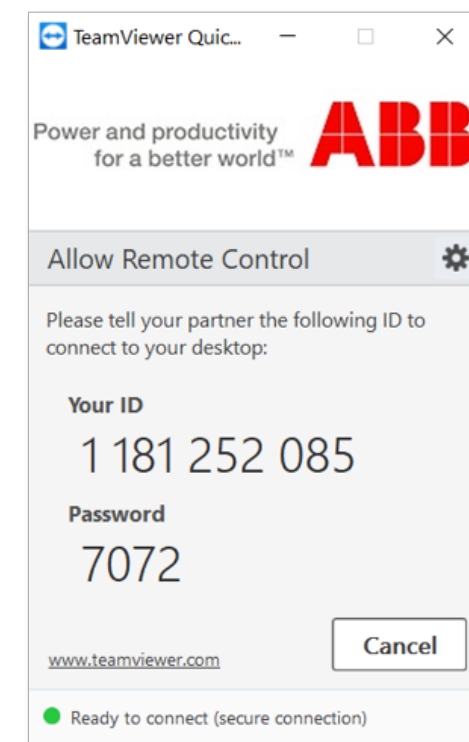
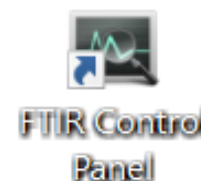
FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Remote connection for troubleshooting

Remote connection is an easy way to perform troubleshooting and checks of FTPA2000-260 Series analyzer:

- Requests managed by product experts
- Available in various time zone
- Fast response time (generally within 24 hours)
- Remote connection and troubleshooting software provided free of charges (TeamViewer)



FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Preventive Maintenance Program

The Preventive Maintenance Program provides peace of mind in minimizing chances of running into unexpected failures.

It consists of:

- One preventive maintenance visit per year
- Faster turnaround time (priority over per call customers) – GOLD customer

Item:

- Preventive Program item:
 - FTPA-2-3-OS-PM

Operations included

- Replacement of parts as per factory recommended interval:
 - NIR Source (SMA1700G)
 - Laser (SMC2900G)
 - Power supply
- Safety checks:
 - X-purge system – Cenelec
 - Z-Purge – CSA
- Apply instrument software hotfix and updates when necessary
- Complete inspection of the analyzer integrity
- Cell/probe maintenance
 - Check and cleaning: Windows, body
 - Parts replacement: Orings...
- Complete validation with performance report

Benefits

- 5% FTPA-2-OS-PM item deduction if purchased along with a new FTPA2000-260 Series analyzer
- 10% discount from PMP list price when three-years agreement is purchased
- 5% additional reduction on spare parts
- 5% discount for additional FTPA-2-3-OS-PM purchased (multiple analyzer agreement commissioned at same location)
- 20% labor discount for subsequent corrective action (parts and T&L not included)

FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Preventive Maintenance Program

FTPA2000-200 Spectro. Maintenance:

- Replace parts as per factory recommendation
 - NIR Source (SMA1700G) – 1 year
 - Laser module (SMC2900G) – 3 years
 - Power supply replacement/update
- Update firmware
- Verification and check
- Closed loop fiber detectors validation

Accessory maintenance (cell or probe):

- Cleaning (windows, body), maintenance as per factory recommendation
- Factory tests validation
- Reference acquisition
 - Diagnostics checked

Apply instrument software hotfixes and updates.

HP260X cabinet checks (if applicable):

- Enclosure pressurization verification
- APU proper and safe operation
- Verification of pressure status contacts
- Tuned both vortex temperature
- Check proportional valve
- Check over-temp. switches

ACC115 - Complete cell check (if applicable):

- O-rings replacement
- Windows cleaning
- Toluene validation (if applicable)
 - Cell pathlength check
 - Toluene stretch update

ABB Factory complete validation and check with certification report.

Sampling Conditioning Cabinet (if applicable)

- Check Fluid Switching vent of SSV
- Verify nitrogen check-valves
- Filter replacement (Swirklean filter)
- Vortex check/replacement

Pharmaceutical Industry:

- Analyzer IQ/OQ with certified standards
- ABB representative report signature



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Preventive Maintenance Program

The Preventive Maintenance Program provides peace of mind in minimizing chances of running into unexpected failures.

Preventive maintenance program includes:

- One preventive maintenance visit per year
- Replacement of parts as per factory recommended interval
- Complete check and validation of the system
- Specific discounts

Item:

- 260 - Preventive Program item

FTPA-2-3-OS-PM

Component	Sub-Component	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years
FTPA2000-260 Spectrometer	Reference (current and initial)	Update with source module replacement	✓	✓	✓	✓	✓
	NIR Source	Replace pre-aligned source module	✓	✓	✓	✓	✓
	Laser module			Replace pre-aligned module			Replace pre-aligned module
	Power supply						Laser, 12V and 15V replacement
	FTSW control panel Validation	Closed loop optical fiber validation	✓	✓	✓	✓	✓
	Probe/cell Validation	Validation with factory template	✓	✓	✓	✓	✓
	FTSW100 Process Software	Update software/firmware Install Hotfixes	✓	✓	✓	✓	✓
	Controller (industrial computer)					Replace/update controller	
FTPA2000-HP260X CSA and Cenelec version	Operational tests	✓	✓	✓	✓	✓	✓
	Temperature checks	✓	✓	✓	✓	✓	✓
	Pressure tests	✓	✓	✓	✓	✓	✓
HPI	Toluene Validation and config. stretch update	✓	✓	✓	✓	✓	✓
	ACC115 Sample maintenance	Oring replacement Windows cleaning	✓	✓	✓	✓	✓
	Sample conditioning		Vortex replacement		✓		✓
	Sample conditioning	Sample filter replacement	✓	✓	✓	✓	✓
Chemical	ABB Sample Cell/Probe maintenance	Oring replacement and body/windows cleaning	✓	✓	✓	✓	✓
	Sample conditioning		Vortex replacement		✓		✓
	Sample conditioning	Sample filter replacement	✓	✓	✓	✓	✓
Pharma	ABB Sample Cell/Probe maintenance	Oring replacement and body/windows cleaning	✓	✓	✓	✓	✓
	IQ/OQ Analyzer qualification	Qualification using certified standards	✓	✓	✓	✓	✓
	ABB Representative report signature	✓	✓	✓	✓	✓	✓

FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Industrial Computer Upgrade with Latest Software Release

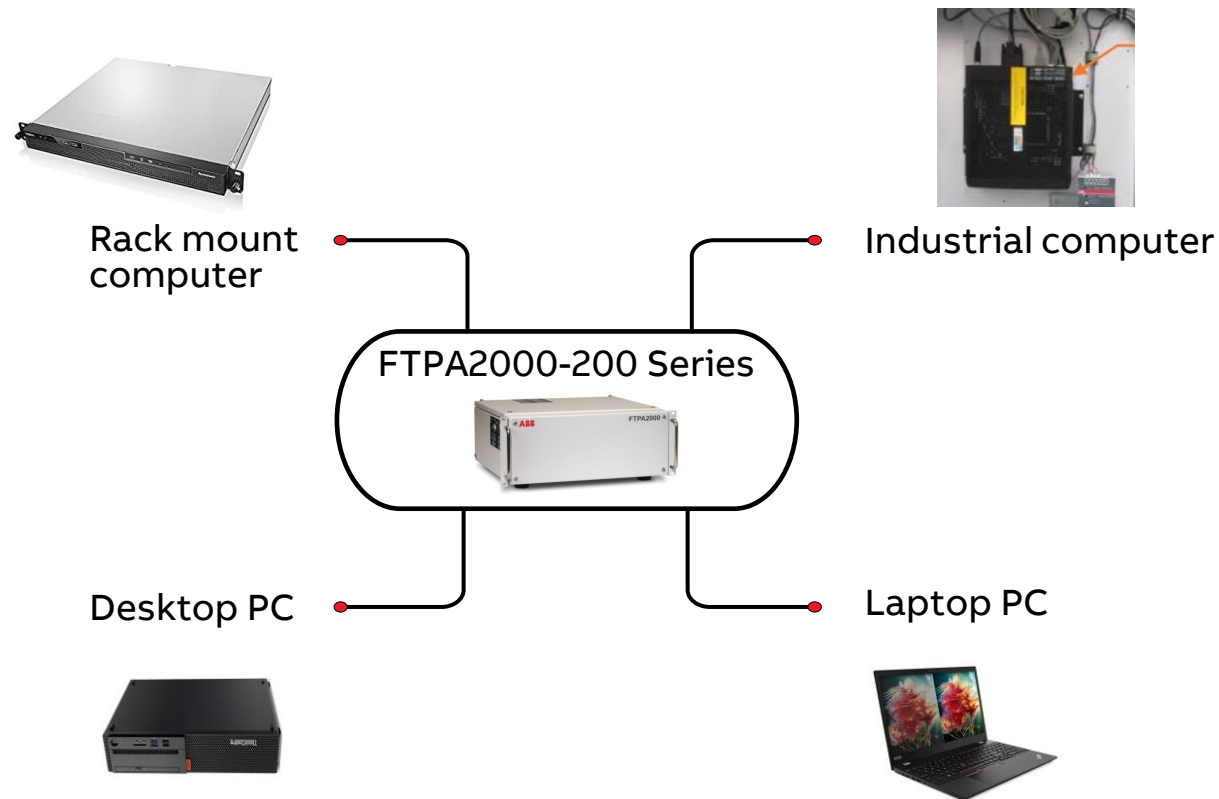
Preloaded Windows® 10 computer upgrade provides better robustness and reliability.

Software upgrade:

- Last FTSW100 3.0 version (new features and bug fixes)
- Version 3.0 improve FTSW100 robustness and reliability
- Windows® 10 and Windows® 7 compatibility
- New user friendly Console interface

Preloaded computer Item:

- | | |
|---|--------------------|
| – ABB Industrial controller upgrade kit | FTSW_V3.0_UPG-INPC |
| – ABB Desktop PC upgrade kit | FTSW_V3.0_UPG-DESK |
| – ABB Rack PC upgrade kit | FTSW_V3.0_UPG-RACK |
| – ABB Laptop PC upgrade kit | FTSW_V3.0_UPG-LAPT |



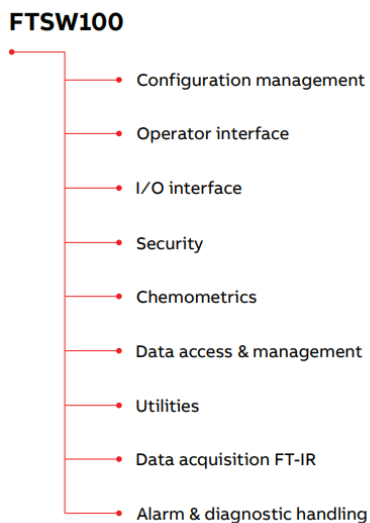
FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

FTSW100 Process Software: Better, Faster and Stronger

FTSW100 process software is used to measure process sample streams using analytical data extracted from the FT-NIR spectrometers.

FTSW100 is both: Windows® 10 and Windows® 7 compatible.



Latest Version Features

One simple interface:

- Improved new user friendly and graphically-oriented Console

Full data management for measurements and configuration:

- No more limitation because of the database size
- 24/7 unattended and autonomous operation

Analysis for FT-IR and FT-NIR spectra data:

- Automated analysis using chemometric algorithms such as Horizon®, PLSplus, PLSplusIQ®, Unscrambler™

Communication interfaces:

- Configurable and flexible interface with external I/O devices.
- Support a variety of protocols such as OPC, Modbus RTU, Modbus TCP (software integrated), CanOpen

Intelligent tools for data handling: Exportation, reporting...

Analyzer and process health monitoring:

- Extensive diagnostics to monitor status for process stream and analyzer

FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Electronic Module Upgrade: More robust and reliable

Analyzer manufactured before June 2009.

Latest “BMXS” electronic modules technology:

- Ethernet connection (improved connection)
- New BMXS harnesses
- Instrument performance test and report
- Faster spectrum acquisition
- Status LED for diagnostics
- Web Browser spectrometer health monitoring:
 - Laser signals checked by software (no oscilloscope needed)
 - White signal monitoring
- 1 year warranty on the new installed BMXS parts

Item:

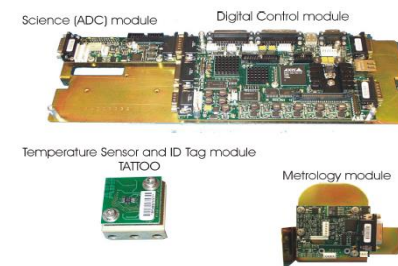
- SEQ59 to BMXS drop kit upg

SEQ59-BMXS-FTPA2

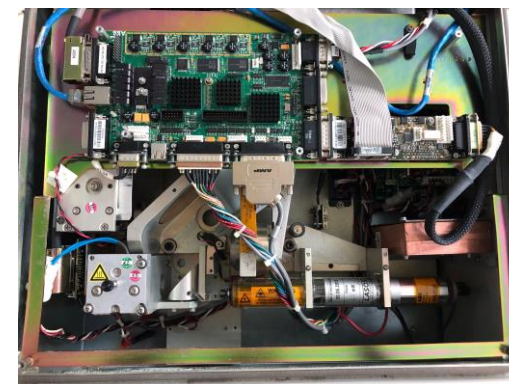
Data board (Legacy)



BMXS Electronic



FTPA2000-260 with BMXS electronic



FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Customizable and Flexible Training Programs

ABB offers customer training to get on-site personnel ready to quickly react when unexpected problems occurs.

The aim is to give the students a practical understanding of the operation and maintenance and repair of the FTPA2000-260 Series analyzer.

Different training session are possible depending on customer needs, availability and budget:

- 2 days on site or at ABB office
- 4 days on site or at ABB office
- 2 days combined with on-site analyser maintenance
- Symposium at ABB office
- Webinar
- Customizable training: Basic software and/or modelling

FTPA2000-260 Technical Presentation Program

Introduction to FTIR basics technology

Overview of the FTPA2000-260 Series hardware and component

Overview of the FTSW100 ABB process software

- Managing both: Console and Configuration Tool applications

Start-up/Operate the analyzer

- For CSA and Cenelec version: Pressure and flow monitoring
- Reference acquisition sequence
- Routine operation of the analyzer
- Configuration modification

Preventive maintenance

- Spare parts and sub-component identification and replacement
- Accessory/Sample cell maintenance hands-on
- Source and laser replacement

Diagnose and validate analyzer

Troubleshoot problems

FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Training Session Details for Operator and Maintenance

2 days training:

- At customer site or at an ABB office
- FTPA2000-260 Series technical presentation program
- **On site analyser visit and inspection**
- **Dedicated to experienced users**

2 days training combined with on-site maintenance visit:

- At customer site
- FTPA2000-260 Series technical presentation program
- **Maintenance performed with customer**
- **4 days to complete both training and maintenance**
- **5% discount on the training**
- **For all users**

Training Session Details for Operator and Maintenance

3 days training:

- At customer site or at an ABB office
- FTPA2000-260 Series technical presentation program
- **Training preformed with demo analyzer**
- **Complete hands-on training: Source, laser, cell/probe...**
- **For all users**

Webinar:

- **1-day on-line course**
- FTPA2000-260 Series technical presentation program
- Dedicated to experienced customer

Symposium:

- At an ABB office
- 2 to 4 days training program depending on customer needs

FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Complete range of support: Calcare program

Yearly remote chemometric calibration care and support program for laboratory, at-line and process ABB FTIR Analyzers.

The CalCare program includes a bank of remote support hours for calibration model maintenance. The CalCare major benefits are:

- Yearly calibration evaluation and optimization, monitoring and evaluation
- Our simple and comprehensive program is adapted to your specific needs and requirement
- ABB takes care of your calibration related activities in your business
- Improve your production yield, quality consistency and profits...
- The work performed will be done in conformance with best Standard Practices applicable for Infrared, ASTM E 1655-09 and ASTM D 6299-08.

Complete range of support: Application Support

Application Support includes the support of on-site application scientist to better use the analyser and software and thus go deeper in the use of the ABB solution

APPSup is defined for all users:

- Really adapted to experienced customer who wants more details on software and calibration development.
- Newly equipped customer to be trained on calibration development

Item:

- **APPSUP-1, -2... depending on number of days required.**
- **Calcare10, 20, ... depending on number of hours needed for the calibration maintenance.**

FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Spare Parts Kit: Minimize Downtime

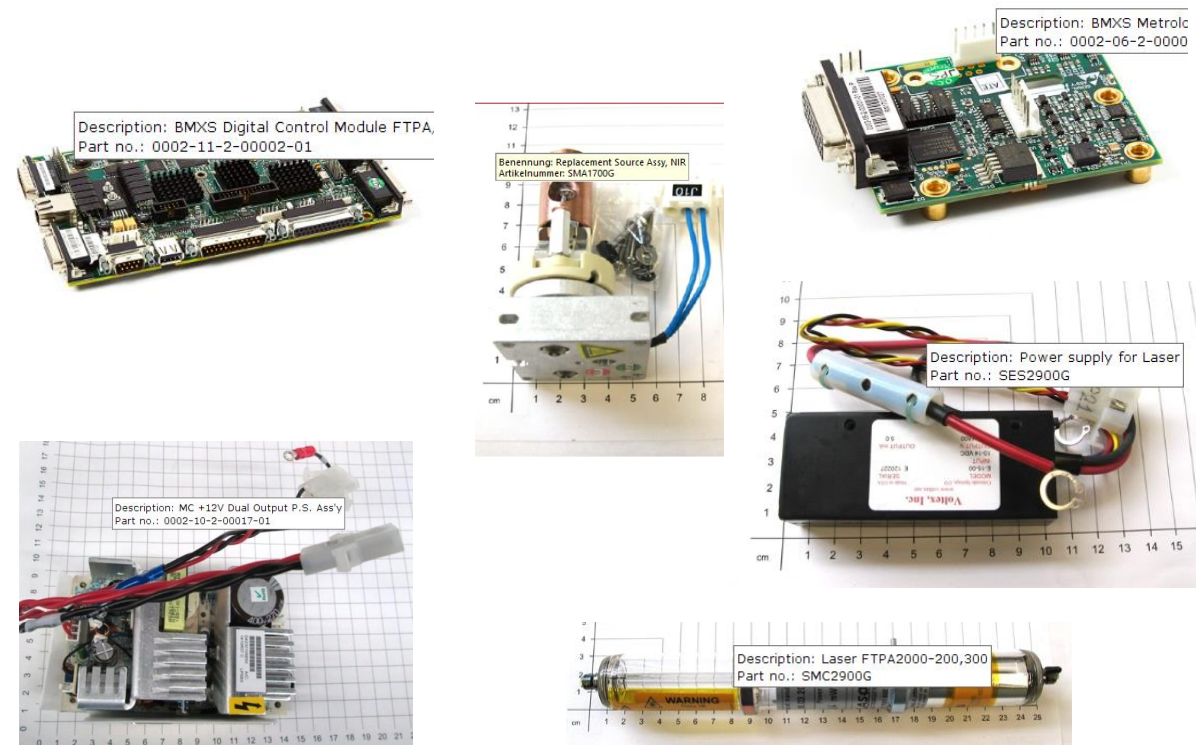
To be shelved, available whenever needed and designed to be quickly replaced, allowing customers to minimize downtimes

Two types of kits:

- Preventive maintenance parts kits
 - Ensuring consumable and sub-components' availability over routine maintenances
- Spare parts kits to minimize downtime in case of failure

Items for FTPA2000-260 Analyzer:

- | | |
|------------------------------|-------------------|
| – Preventive maintenance kit | |
| • FTPA2000-260 BMXS | PM-FTPA200-BMXS |
| • FTPA2000-260 Legacy | PM-FTPA200-LEGACY |
| • NIR Source kit | CS-NIR-FTPA |
| – Minimize downtime kit: | SP-FTPA200 |



FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

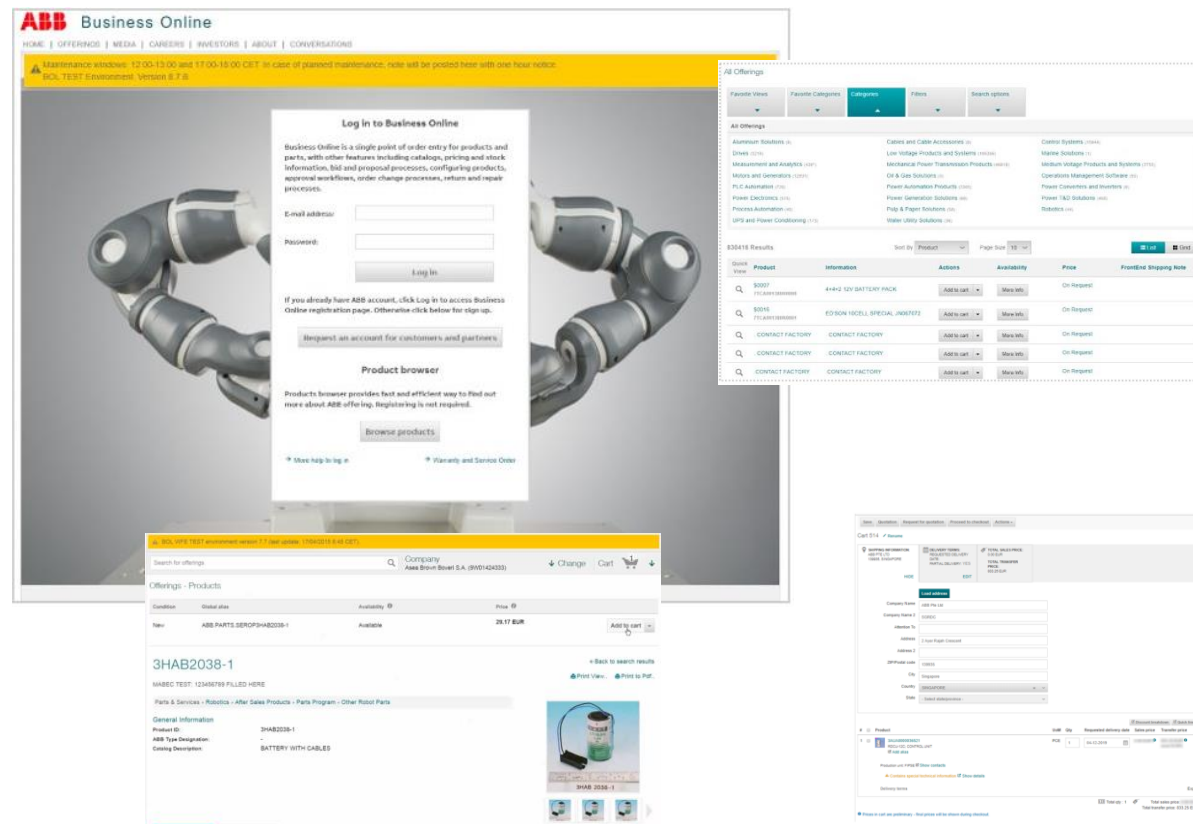
Business On Line - BOL

ABB offers a fast and effortless information and ordering system to facilitate product management.

Ordering a product is simple:

- Enter a code or description of the product
- Click on the product you want to add to your online shopping cart.
- Proceed to Checkout and fill in the necessary information.
- Confirm to send the completed order form.
- Once you have placed your order online, ABB will send an order acknowledgement which is generated automatically to you and the parts will be delivered to the specified address.
- The customer received all the transport information so you can monitor the delivery process.

<https://ace.abb.com/webapp/BOL/ACE/NewLook/Logon.do>



FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

ABB Ability™ Remote Assistance for Measurement Devices

Enable predictive maintenance:

- Prompts remote expert analysis of health checks: Identify potential issues before device failure.
- Remote connectivity – 3G/4G, LAN, and WiFi (optional)
- Remote health status via automatic reports

Optimizes costs and labor:

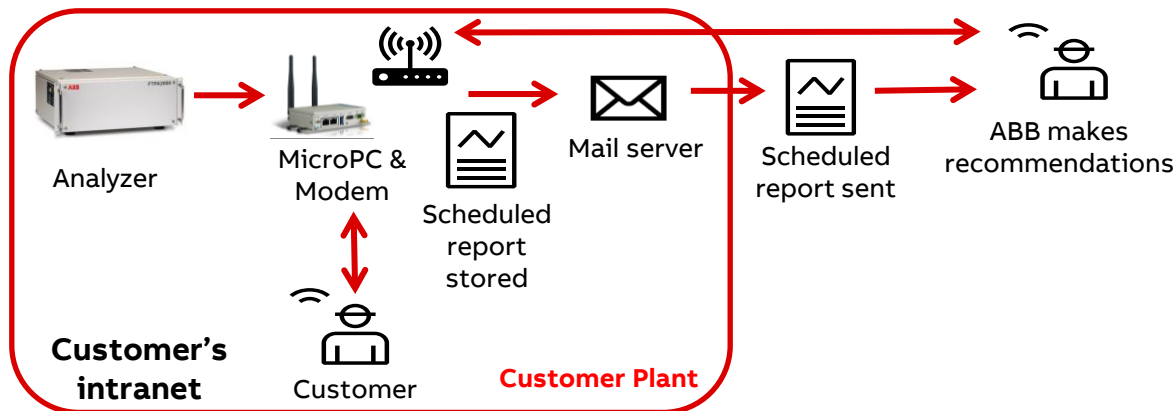
- The actual condition of the analyzer determines its service schedule
- ABB performs troubleshooting remotely after receiving the customer's express consent
- If an ABB service visit is required, most diagnostics are already available, reducing necessary resources and helping ensure effective root cause analysis

Opening a New World Of Digital Services

Industry-proven
secure connection.
MicroPC uses data
hardware encryption



Direct connection to the analyzer or to customer's email server:



FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Summarize of Service Offer Panel

The table shows the availability of each service possibilities per year for FTPA2000-260 Series Analyzer.



For any request or quotation, please provide analyzer serial number.

Service product availability	<2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	to Now
Trade-In																
Computer upgrade																
Preventive Maintenance Program																
Business On Line																
Spare Parts kit																
Training																
Electronic Upgrade																
Remote Assistance																

FTPA2000-260 Series Process FTIR Analyzer

Service Product Offering and Notifications

Contacts for sales related activities

Sales support (Inside Sales)

- qc_rfq@ca.abb.com

Sales Support (area market managers)

- Matthew.Montague@gb.abb.com
- Ahmed.Awadalla@sa.abb.com
- Diane.M.Errigo@us.abb.com

Technical Service and Support Contact

Contact entry for more information.

For any quotation, please provide analyzer serial number.

ftirsupport@ca.abb.com

Internet Link for ABB/Analytical and ASN

ABB Measurement & Analytics

Measurement made easy

<https://new.abb.com/products/measurement-products/analytical>

ABB Analytical Support Network

<https://abb.sharepoint.com/sites/Global-ASN/Quebec/default.aspx>



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