Corrective Maintenance
The corrective maintenance service assures that there are skilled ABB personnel on standby to assist you in the case of any problems. A support engineer can be on-site within an agreed time period. Without this support the time to be on site is agreed on each occasion.

Corrective Maintenance in summary
Recognizing the importance of providing quick response to customers located in all parts of the world, ABB FACTS in Sweden operates a 24/7 Customer Support telephone hot-line. Customers that call this number can receive assistance over the phone, either directly or after the Service department has consulted with the relevant technical specialist or supplier.

The remote service product complements the corrective maintenance service. It is a powerful tool for diagnosing potential SVC problems, if Customer agrees that ABB Support department can be provided with access to selected SVC control system. With this feature we will have direct access to event lists and fault recordings for analysis in case of a failure. The remote access will often reduce the time that it takes us to assess a problem and decide upon the appropriate actions to resolve it. Of course the level and timing of access is something that is agreed between Customer and ABB.

Incident response
In the event of an emergency, the first line response will be via locally based Customer Support personnel. Should the problem require more subject matter expertise, this will be achieved via the 2nd line on a 24-hour per day basis.

In both cases, the necessary backup will be given by ABB. Normally the initial analysis of the problem is made through consultation with the Customer, as well as inspection of the problem via remote service connection.
Features
- Having qualified support people standing-by to mobilize to Site in shortest possible time
- Together with the customer’s Authorized Maintenance Personnel analyze the problem
- Identify, and execute the correct actions by guiding authorized maintenance personnel in resolving the problem
- Issuing a Corrective Maintenance Report describing the problem, actions taken, and suggested preventive actions for the future.
- Preferably combined with 24/7 telephone support service and the Remote connection service.

Benefits
- Incident response, to minimize production loss for our customers.
- Assures availability of skilled engineers when needed.
- Secures the Availability of the FACTS System.
- Deep system knowledge provided by certified ABB service engineers

Offering
Corrective Maintenance has 3 optional components, to suit the customer needs:
1. Emergency On-site support by ABB engineer.
2. 24/7 support via telephone, add-on.

For more information please contact:
ABB AB
FACTS Customer Support
SE-721 64 Västerås, Sweden
Phone: +46 21 32 50 00
E-Mail: facts.support@se.abb.com
www.abb.com/facts

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