Terra 51 and 52 go Classic

Dear Customer,

In the past couple of years, you acquired and started using one or more Terra 51 or Terra 52 fast-chargers from ABB. We are committed to your operation’s continuity and reliability based on this product. Together with you, we like to maximize your operation’s uptime, and reduce life cycle cost.

This is why we adhere to ABB’s company-wide Product Life Cycle Management policy, which includes our commitment to approach you with opportunities and services to reach this goal.

ABB’s Product Life Cycle phases

ABB’s Product Life Cycle Management allows us to support you with professional service throughout your asset’s life cycle. During the Active and Classic phases, we guarantee you the availability of spare parts and services. At the end of these periods, we will provide you with timely information to help you with budgeting and managing your assets. As a result, you benefit optimally from availability, maintainability, reliability, and safety of your operations and assets.

Please notice that the life cycle of an asset is not equivalent to its lifetime expectancy. Product Life Cycle Management only makes a statement regarding service and spare parts availability.

Your Terra 51 or Terra 52 fast-charger is now in the Classic phase, which will remain the case until the end of 2021. During this Classic phase, spare parts and services remain guaranteed. After Classic, Terra 51 and 52 will enter the Limited phase. We will timely inform you about that transition, at which we will recommend that you start planning your maintenance strategy for the up-coming phase out.

The main reason for this transition is the availability of the successor, the Terra 53 fast charger, which is now in Active phase and fully supported hardware wise, as well as with state-of-the-art software functionality through regular remote software updates.

For more detailed information, please consult the attached brochure and do not hesitate to contact us in case of any questions or required support. You will find contact details at the end of this letter.

Adriano Carvalho
Product Manager Service

Werner Marinelli
Commercial Product Manager