



Low and medium voltage service

# Power Care Customer Support Agreements

# Power Care

Power Care is the best, most convenient and guaranteed way of ensuring electrification system availability and reliability. Based on your company profile, ABB can provide a wide range of service packages to choose from and customize an agreement to suit your company's needs.

The Power Care framework is based on a matrix of service packages. You can choose services from the ABB support services portfolio based on your actual needs at the time of entering into a Customer Support Agreement. The services provided range from a single point of contact to full product engineering services.

All services are provided by trained and certified ABB Service engineers and technicians.





A typical agreement for a power consuming customer in the industry segment may cover elements such as asset condition and risk assessments or the installation of more advanced monitoring systems for condition based maintenance. Other services ABB can offer may include training for site operators, on-call support for emergency situations and maintenance of protection and control equipment. Also, servicing and maintenance of various devices can be included to give the user many years of trouble free operation.

Power Care for a power utility may include ABB support services such as remote technical support, on-line access to technical data of the installed equipment, instant access to product installation and operational manuals, training for equipment maintainers on site, etc. Once again the customer is free to choose services that will compliment the existing maintenance strategy and portfolio on his site.

# The basis of the entire Electrification System



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Covers services to develop and maintain your personnel skills. Product and application trainings aim to provide all participants with the necessary skills and knowledge of ABB equipment while coaching services help maintenance managers set up a strategy for continuous development of personnel skills.

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Provides you with rapid support in emergency situations. Single point of contact introduces a simplified process for handling on-call support while technical support and call-out support ensure the response times that were agreed upon. On site essential spare parts management can be included as well.

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Covers your need to know the status of the asset and safety aspects as well as required risk mitigation actions. Periodic condition surveys and assessments or installation of a condition monitoring system is included in the ABB package for this area.

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Covers services that help you in self maintenance strategy implementation for specific tasks. Your maintenance teams can gain confidence on non-recurring tasks by getting access to product documentation online, chatting with ABB experts or using the structured file storage space for asset documents.

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ABB provides background engineering and on-site labor for preventive maintenance tasks and maintains the equipment in good condition minimizing the risk of power outages and major electrical equipment failures.

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The Power Care package matrix consists of five service areas and four service levels, where each service area targets different customer needs and the ABB support content increases with the levels.

Power Care		Entry level	Level 1	Level 2	Level 3
Skills Development Services		Product Training List	Product Training	Application Training	Coaching Services
Emergency Maintenance Services		Single Point of Contact	Technical Support with agreed response time	Call-out Support with agreed response time	Essential Spare Parts Assessment and Replenishing
Diagnosis and Condition Assessment Services		Preliminary Survey and Documentation of Installed Base	Asset Condition and Risk Assessment	Asset Monitoring	Remote Asset Monitoring
Self-Maintenance Services		Installed Base Life Cycle Status Report	Manuals and Instructions On-line	On-line Support for Self-maintenance	File Storage
Delivered Maintenance Services	MV	Partial Discharge Assessment on Yearly Basis	Protection and Control Engineering Services	Switching Apparatus Engineering Services	Full Switchgear Engineering Services
	LV	Technical Assessment on Yearly Basis Report	Product Engineering Services	Advanced Product Engineering Services	Full Switchgear Engineering Services

# The gateway to your on-line Services

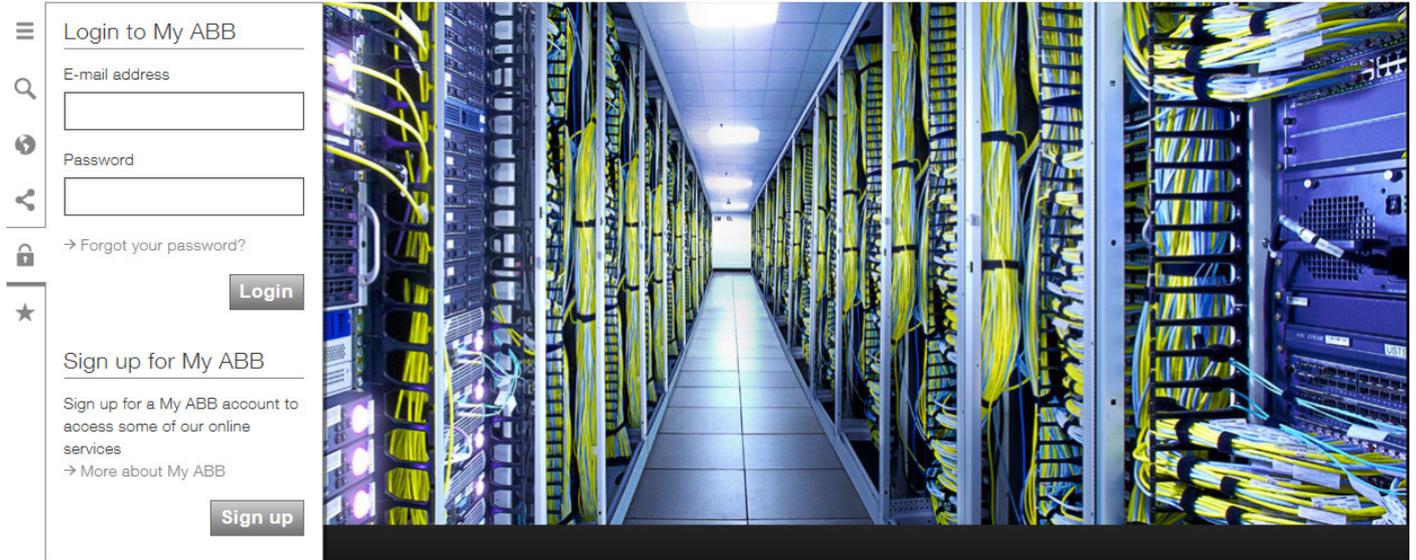
Should you need any further support on an existing Power Care agreement, you can find everything in one convenient place.

Power Care portal is your personalized web page that contains all the details on your support agreement and electrification system. It provides you with direct contact to your ABB contract coordinator and it is the gateway to your on-line services.

The number in elements in an electrical system can be very large and managing them can be challenging even for experienced site managers. Power Care portal provides effective access to ABB resources and allows you to get the maximum benefit from their use. Relying on ABB support services maintains the electrical system at top performance and let's you stay focused on core business.

Power and productivity  
for a better world™ **ABB**

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The screenshot shows the ABB My ABB portal interface. On the left, there is a navigation menu with icons for home, search, account, and favorites. The main content area is divided into two sections: 'Login to My ABB' and 'Sign up for My ABB'. The login section includes fields for 'E-mail address' and 'Password', a 'Forgot your password?' link, and a 'Login' button. The sign-up section includes a 'Sign up' button and a link to 'More about My ABB'. The background of the page is a photograph of a server room with rows of server racks and yellow cables.

## ABB expands data center capabilities

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What are you looking for?

<a href="#">Products</a> +	<a href="#">Service</a> +	<a href="#">Industries and utilities</a> +	<a href="#">Contact</a> +
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## Highlights



Installation & Equipment



Activities All

3 hours ago

3 hours ago

Agreements

Your company

Support

General info

Installations

Register installation:  
Type installation id here

Sites details and overview | Order spare parts | Order service job | Agreement | Technical documents

xyz site

- xyz site
  - Station 2
    - Air Insulated Primary Swi...
      - C3. 5340206/15/84
      - Leistungsschalter... VD4, 1VC1AL00055899
      - Messfeld... EK6-1, \_12345\_
      - C3. 5340206/7/83
      - C3. 5340206/8/83
      - C3. 5440216/7/84
    - Gas Insulated Primary Switchgear
      - ZX0. 1VFJ110100R2 21162
      - ZX0. 1VBV07051477/4001

Sites details and overview | Order spare parts | Order service job | Agreement | Technical documents

Search for installations: Installation ID   [Advanced search](#)

Installation ID	Product name/serial number	Site	Status	Warrenty / till	Quantity	
9AAK840147K0364	C3. 5340206/8/83	xyz site	Running	12.11.2015 / 3 Years left	1	<input type="button" value="Order spare parts"/>

Order spare parts

I would like to order spare parts for 9AAK840147K0364 installation.

Send copy to myself

## Entry level

### Product Training List

ABB offers a comprehensive list of product training courses for ABB electrical equipment covered by the Customer Support Agreement. The list covers e-learning and classroom training courses on switchgear, breakers and protection relays and other low voltage and medium voltage products matching the customer installed base. The list includes particular terms and conditions for customers with the Agreement and is updated annually with new courses available. The list is accessible on the Power Care portal.

## Level 1

### Product Training

ABB offers classroom lessons and webinars covering both the theoretical and practical aspects of the ABB equipment installed in your electrification system. The lessons are handled by certified ABB trainers and product training participants acquire the necessary skills and knowledge of ABB equipment and software to optimize ABB equipment operation and maintenance. With product training service it is possible to attend e-learnings and webinars or to reserve certain number of product training days in an ABB training center for your personnel.





## Level 2

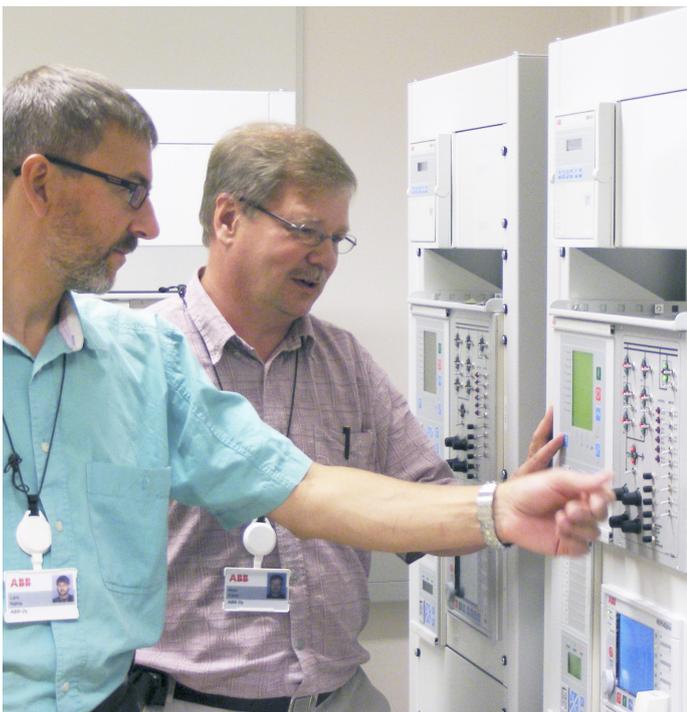
### Application Training

The goal of application training is to provide the particular product application knowledge of experienced ABB trainers to customer personnel. ABB experts teach your personnel how to react in case of problems and optimize the product's functionality according to the application. With the application training module you can reserve a certain number of application training days on ABB equipment from your installed base.

## Level 3

### Coaching Services

ABB coaching services help customer maintenance managers set up a strategy for maintaining personnel skills development. Coaching service programs are also delivered on-the-job at customer facilities, where an ABB Service representative works with the customer's personnel through their typical daily routines to find the skill levels and gaps in personnel skills. With the coaching services module you can either reserve a certain number of weeks for your assessment and coaching or your field engineer can be led through a training path on-line, with ABB monitoring each step.



# Emergency Maintenance Services

## Entry level

Single Point  
of Contact

The Support Agreement introduces a simplified process for handling on-call support. There is one phone number, email address or web portal as the agreed upon point of contact. The rates for our call out services are defined in the Commercial Summary of the Agreement and Terms and Conditions from the signed Agreement are automatically applied to our support, which in turn allows us to react quickly and deliver our services effectively and without unnecessary delays.

## Level 1

Technical Support  
with Agreed  
Response Time

Technical support is available 24/7, 24/5, 8/7 or 8/5 as telephone service that provides technical support and consulting services for ABB product users. Calling the technical support line will create a query for the ABB equipment installed in your premises. Technical support will react to your query within the response time agreed to in the contract.

Technical support can help you with equipment malfunction identification, troubleshooting action and remedy plans.





## Level 2

Call-out Support  
with Agreed  
Response Time

Call-out support provides access to on site assistance from ABB service technicians for electrification product users. Calling the call-out support line initiates a request for urgent mobilization of an ABB service technician for on-site support and troubleshooting of the ABB equipment performance issue. On site response by an ABB service technician will be provided within the response time agreed to in the contract. Call-out support can help you to quickly and efficiently identify and troubleshoot equipment malfunctions.

## Level 3

Essential Spare  
Parts Assessment  
and Replenishing

Essential spare parts assessment and replenishing service ensures ABB involvement in spare parts management on site. The essential spare parts list is proposed by an ABB service representative based on an available budget defined by you and your equipment statistics. ABB supplies the spare parts to your site and you provide a suitable storage facility for these spare parts. The spare parts are dedicated to emergency response actions on your installed base. Used spare parts are charged at discounted prices after use on your equipment. Unused spare parts remain of ABB property and are replaced within a reasonable period to avoid excessive shelf storing times.



# Diagnosis and Condition Assessment Services

## Entry level

### Preliminary Survey and Documentation of Installed Base

A visit from an ABB service agent to your facility or substation aims to document installed equipment and visually assess its operating and ambient conditions. Should the agent find any unsafe or unreliable conditions, ABB will propose possible solutions in a report.

The installed equipment information gathered during the visit is populated into the ABB Power Care portal for ABB and customer common reference.

Self-assess your installed base or receive support from our experts by using our on-line tools.

## Level 1

### Asset Condition and Risk Assessment

Asset condition and risk assessment service provides in depth analysis of electrical equipment installed in your plant. Inspection and testing is carried out by an ABB service engineer as an initial condition analysis. The acquired switchgear condition data is merged with a switchgear risk profile and maintenance history to define a clear list of recommended service activities. The tasks are prioritized in relation to their impact in terms of benefits to system reliability. This method helps decision makers to efficiently design an appropriate maintenance program.





## Level 2

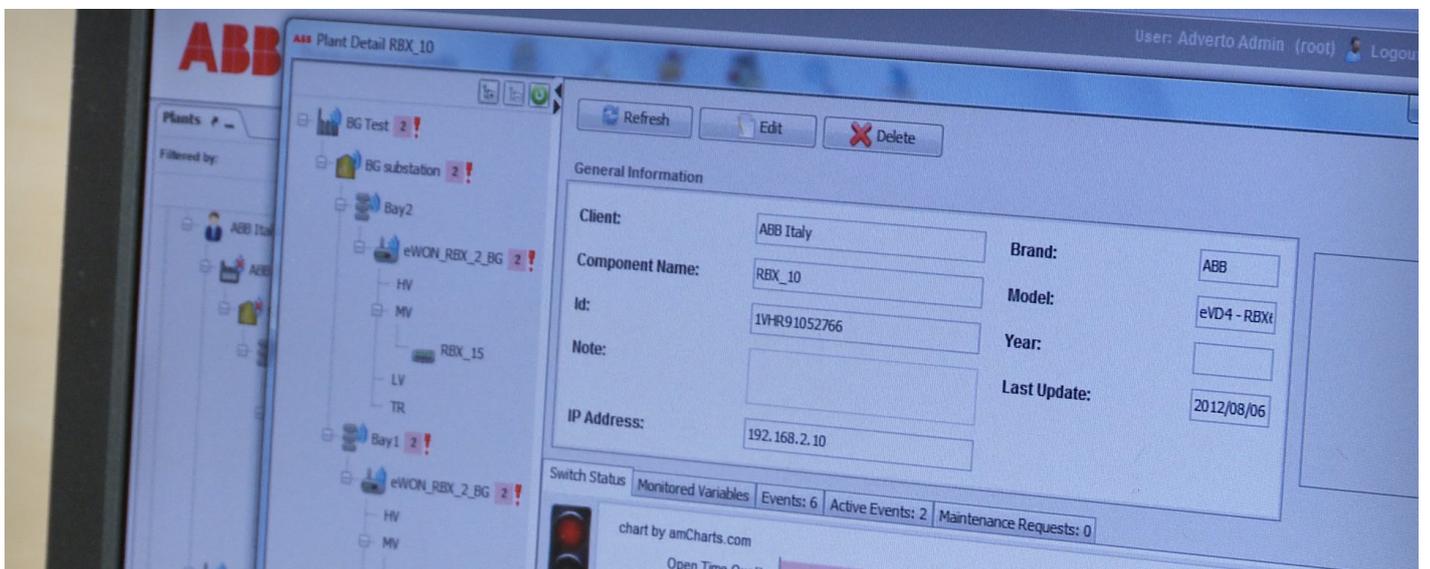
### Asset Monitoring

The asset monitoring service introduces local monitoring of equipment conditions, alarms, events and performance trends. This service represents the last piece in the puzzle of the condition-based maintenance approach for ABB products and systems. Maintenance is carried out when monitored indicators signal that the equipment is deteriorating and that there is an increase in failure probability. This strategy, in the long term, allows a reduction in the costs associated with maintenance as well as minimizing the occurrence of serious faults, thus optimizing available economic resource management. Diagnostic information can come from many sources: intelligent electronic devices, smart circuit breakers, specific sensors and integrated diagnostic systems.

## Level 3

### Remote Asset Monitoring

The remote asset monitoring service adds remote supervision and ABB consulting services to the asset monitoring service. It allows all the circuit breaker diagnostic information to be collected in one place and enables ABB experts to analyze the data and define the proper maintenance at the right time for each asset. With this service, maintenance is planned only when it is required, reducing the need for purely time based maintenance activities and guaranteeing high uptime and immediate response. The operation team can follow up on the data or actively participate in defining the maintenance plan via web portal with secure access and visualization of asset conditions. Remote asset monitoring is the ultimate future of the condition based maintenance approach. Remote condition monitoring guarantees optimization of the maintenance by providing a root cause analysis of the asset condition and suggesting proper maintenance actions.



# Self-maintenance Services

## Entry level

Installed Base Life Cycle Status Report

This service package includes compilation and a yearly update of the life cycle status report for the ABB electrical equipment covered by the Support Agreement. The report describes the life cycle phase of all equipment from your installed base, which is important information for selecting a suitable maintenance strategy, spare parts supplies or retrofitting solutions for your equipment.

## Level 1

Manuals and Instructions On-line

The manuals and instructions on-line service provides access to premium technical information and application advice for ABB electrical equipment users through a web-based service accessible after subscription activation.





## Level 2

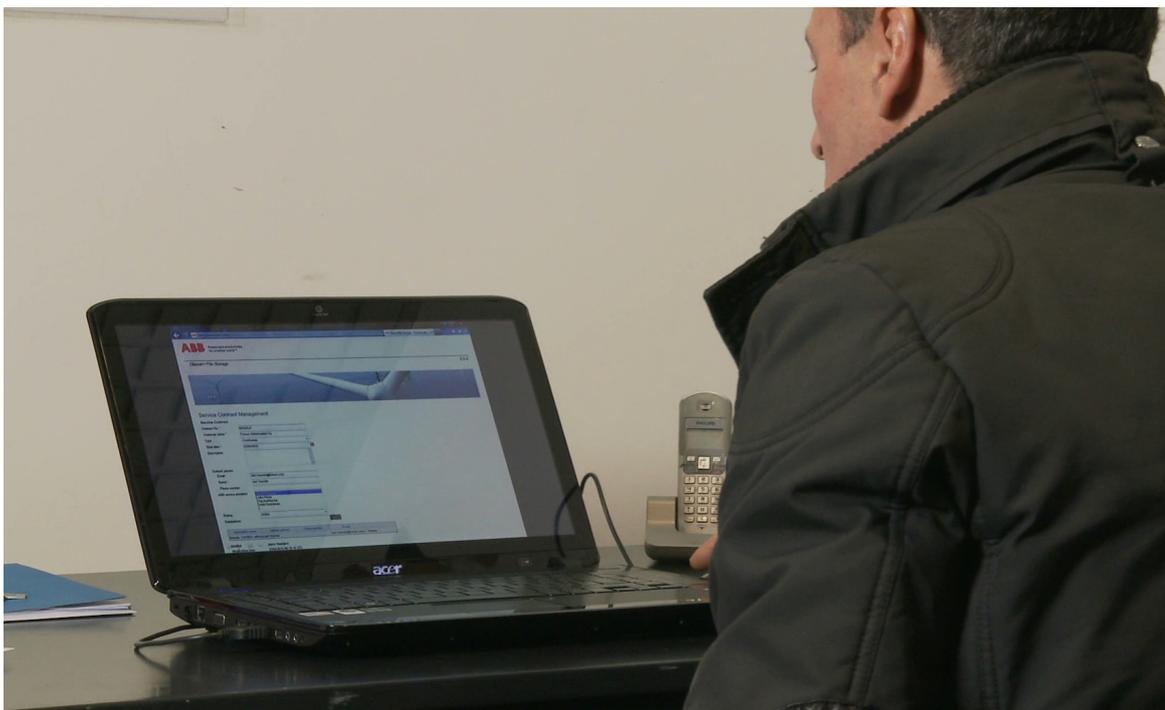
### On-line Support for Self-maintenance

On-line support for self-maintenance is an advanced collaboration support service which provides on-line chat and conferencing between customers and ABB engineers or the use of WEB troubleshooting tools. With this service customer authorized users receive an account for an ABB chat and conferencing community and they can contact ABB with technical and contractual queries. The on-line conferencing provides numerous ways of visualizing ideas and technical explanations that a telephone contact cannot offer.

## Level 3

### File Storage

Wouldn't it be nice to have just one place where all the technical documentation for your assets is stored and where everybody you authorize has access? What if the place offered a structured way of storing your up-to-date electronic device configuration files together with wiring diagrams and any other supporting documentation you can think of? Well now this is possible. Power Care offers all of that on secure and backed-up ABB servers.



# Delivered Maintenance Services for Medium Voltage equipment

## Entry level

Partial Discharge Assessment on Yearly Basis

Periodic measurement of the partial discharge level is a proven method of detecting insulation degradation before real insulation failure develops. The assessment results are documented as trend curves for each switchgear compartment, where the curves with high increase of partial discharge activity level indicate compartments with a high risk of insulation failure.

## Level 1

Protection and Control Engineering Services

With protection and control engineering services, ABB provides background engineering and manpower for condition based and time based preventive maintenance on protection relays, control, metering and auxiliary equipment and wiring in your switchgear's low voltage compartments. The condition based preventive actions are predefined by previous asset assessment and ABB engineering recommendations on required preventive actions, while the time based preventive actions are predefined by recommended time frames in corresponding preventive maintenance programs.





## Level 2

### Switching Apparatus Engineering Services

With switching apparatus engineering services, ABB provides background engineering and manpower for condition based preventive maintenance on primary parts, operating mechanisms and auxiliaries of circuit breakers and contactors from your installed base.

The condition based preventive actions are predefined by previous asset assessment or remote asset monitoring inputs and ABB engineering recommendations on required preventive actions.

## Level 3

### Full Switchgear Engineering Services

With full switchgear engineering services, ABB provides background engineering and manpower for condition based and time based preventive maintenance on complete medium voltage switchgear from your installed base.

The condition based preventive actions are predefined by previous asset assessment and ABB engineering recommendations on required preventive actions, while the time based preventive actions are predefined by recommended time frames in corresponding preventive maintenance programs.



# Delivered Maintenance Services for Low Voltage equipment

## Entry level

Technical  
Assessment on  
Yearly Basis Report

ABB technicians have the experience to immediately recognize the health status of any low voltage equipment with a simple visual inspection. The analysis can be supplemented by a thermal scan of the systems in order to find the most stressed and highest risk components. The latest generation of low voltage equipment allows us to perform more in depth condition analysis, which results in a e-mailed report with the real time trend curve of the circuit-breaker's health and a list of the recommended maintenance activities.

## Level 1

Product  
Engineering  
Services

ABB provides manpower for a single preventive maintenance operation on low voltage products and systems in order to match the required original functionalities. Routine maintenance on products can be carried out by trained or coached customer staff. More in depth maintenance, on the other hand, must be carried out by ABB field service engineers only.





## Level 2

### Advanced Product Engineering Services

The advanced product engineering services package includes a preventive engineering services program and is used to maximize the reliability of low voltage products. Maintenance frequency is defined according to the actual requirements of the electrical equipment, according to their usage and their surrounding environmental conditions.

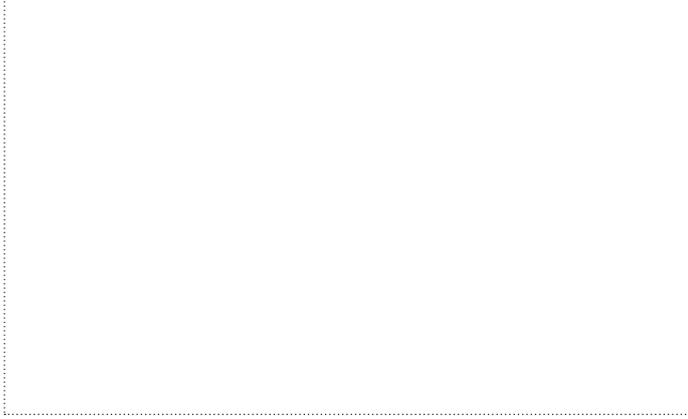
## Level 3

### Full Switchgear Engineering Services

ABB provides background engineering and manpower for corrective and preventive maintenance on complete low voltage switchgear in a customer's installed base. The corrective actions are made to match the original function specifications, based on which the equipment was manufactured and commissioned. Preventive actions defined by preventive maintenance programs are included in the contract fees.



# Contact us



**Your Service sales contact: [www.abb.com/contacts](http://www.abb.com/contacts)**

**More Service information: [www.abb.com/productguide](http://www.abb.com/productguide)**

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