

Parts Advantage Program

Optimized and predictable costs for parts and repairs

The ABB Parts Advantage Program provides scalable parts and repair management, aligned with your requirements and budget. In addition to cost savings based on part and repair order volume, this program provides additional advantages to help you manage your spare parts inventory, repairs and associated expenditures.

ABB's Parts Advantage Program helps you to manage parts and repair requirements, provide cost predictability, and identify potential savings opportunities based upon part and repair requirements history.

The program offers multiple participation options as well as added savings and other advantages as participation increases.

Advantages

Improved cash flow management

Twelve equal monthly payments are based on your yearly parts and repair requirements and purchase commitment.

Streamlined ordering and service

A Customer Support Representative (CSR) will be assigned to your site to provide a single communication channel. The CSR will provide personal recommendations to assist you with the management of your parts and repair requirements.

Parts usage reporting

Our parts and repair usage report can be utilized to help identify system faults that may be contributing to excessive replacement and repair cost, as well as identify potential savings through system upgrades. This report also includes recommendations for optimizing inventory stocking levels.

Yearly inventory audit

An annual on-site inventory inspection and report reviews your current inventory and provides recommendations to enable and improve parts availability.

Transaction fee savings

You can reduce or eliminate established after-hours transaction fees, depending upon your level of program participation.



Assured Performance AgreementSM

The Parts Advantage Program is a component of an ABB Assured Performance Agreement (APA).

Contact us to learn more about other offerings included in our service contract agreements, which help you to maximize the performance and reliability of your installed equipment.

Additional parts and repair order discount

Customers with a Platinum Level 4 Parts Advantage Program Agreement are entitled to a 5% discount for all parts and repair purchases beyond a yearly purchase volume of \$300K.

For additional information

Contact the toll-free ABB North America Customer Service Center for additional information regarding this and other available services from ABB.

	Platinum Level 4	Gold Level 3	Silver Level 2	Bronze Level 1
Parts and Repair commitment*	\$300K	\$200K	\$100K	\$50K
Assigned CSR	Yes	Yes	Yes	No
Parts usage report	Quarterly	Quarterly	Annual	Annual
Inventory audit	Annual	Annual	Annual	Annual
After-hours transaction fee savings	100%	75%	50%	25%
Additional Parts and Repair orders discount	5% on orders >\$300K	NA	NA	NA

* Parts and Repair volume is based upon net expenditures.

Parts Advantage Program

North America Customer Service Center

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3BUS094364 A SM2010-082