



ABB Services for Low Voltage equipment
Your choice, your future



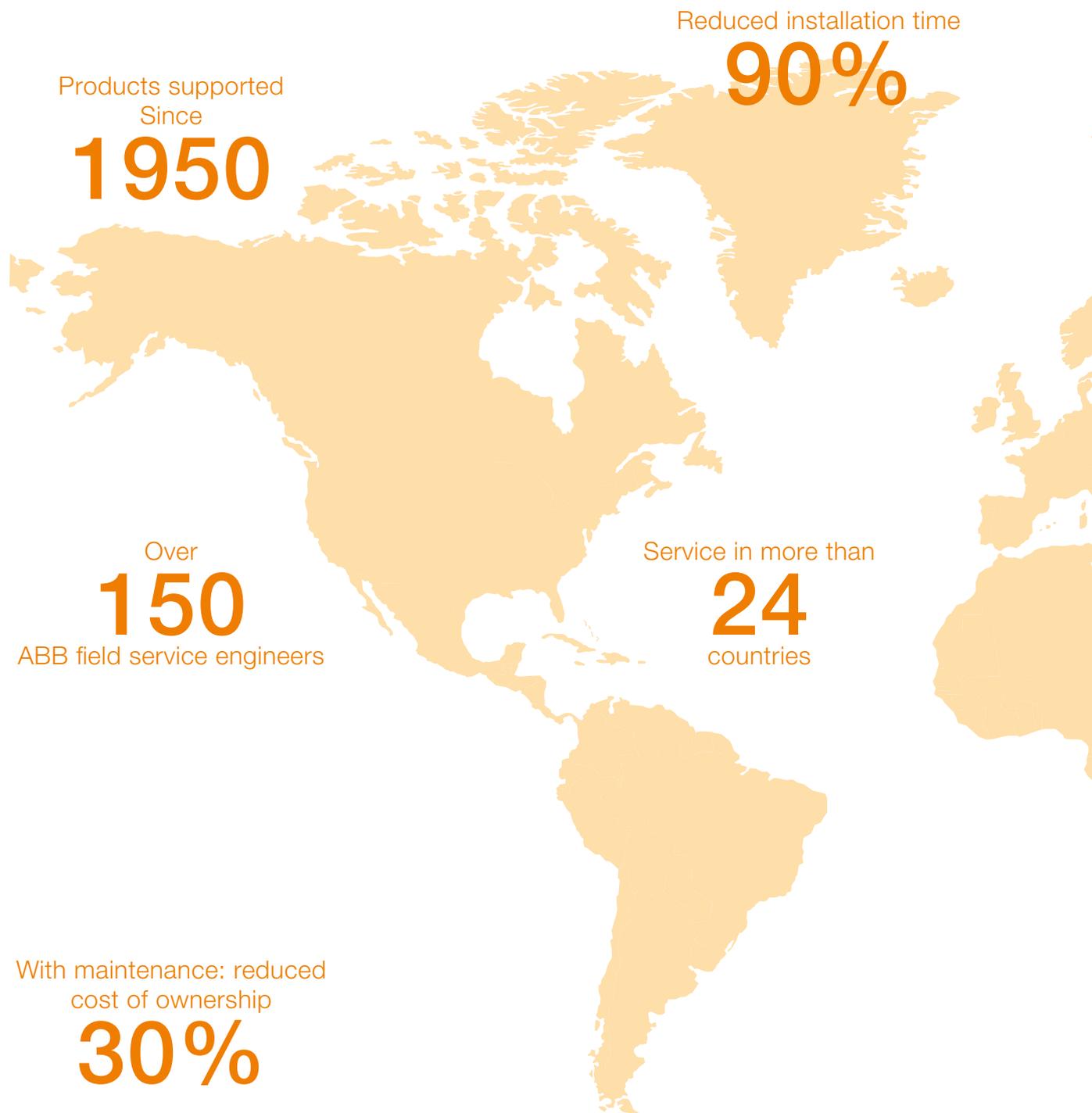
You choose, we respond. Globally.

The future of your equipment depends on the service you choose

Whatever you choose, it should be a well-informed decision. No guesswork. We have the expertise and experience to help you find and implement the right service for your electrical distribution equipment. You can start by asking yourself these two critical questions:

- Why should my equipment be serviced?
- What would my optimal service options be?

From here, you have our guidance and full support along the course you take, throughout the entire lifetime of your electrical equipment. In this brochure we give you a concise overview of ABB equipment service options for you to make an informed choice about your equipment's future.



When you make the decision to choose our expert service solutions, we are with you every step of the way. To guide and facilitate whatever service choices suit your business, for the entire equipment's lifetime.

Over decades we have built one of the most precise and comprehensive service networks, globally. It is well structured to ensure you have all the experts close at hand, locally and globally. You have local ABB service units complemented by authorized value providers. Service workshops form a well-structured and large service organization, making sure that our service team is never too far from your site.

800

retrofitting solutions available

Authorized
value
provider

ABB

More than

55.000

circuit-breakers serviced a year

Services to match your needs

Your service needs depend on your operation, life cycle of your equipment and business priorities. We have identified our customers' four most common needs and

defined service options to satisfy them. What is your choice to keep your equipment at peak performance?

Is rapid response a key consideration?

If your equipment require immediate action, our global network is at your service.

Example services include:

- ✓ Service Agreements
- ✓ Technical Support
- ✓ On-site Repair
- ✓ Remote Support
- ✓ Replacement Parts

Need to extend your assets' lifetime?

Maximize your equipment's lifetime with our services.

Example services include:

- ✓ Life Cycle assessment
- ✓ Retrofits
- ✓ Replacement
- ✓ Reconditioning
- Predictive maintenance
- Service agreements
- Spare parts



Rapid response



Life Cycle Management

Is uptime your priority?

Keep your equipment running with precisely planned and executed maintenance.

Example services include:

- ✓ Commissioning
- ✓ Extended warranty
- ✓ Life cycle assessment
- ✓ Preventive maintenance
- Spare parts
- Training
- Service agreements



Operational
Efficiency

Is performance critical to your operation?

Get optimal performance out of your machinery and systems.

Example services include:

- ✓ Advanced Services
- ✓ Retrofits
- ✓ Training
- ✓ Engineering and Consulting
- ✓ Inspections and Diagnostics
- Service Agreements



Performance
improvement

Services to match your needs



Advanced Services and Predictive Maintenance

Knowledge is power, and in our field, uptime is fundamental. We have developed solutions that enable you to know the exact status and conditions of your equipment, predict the failures and take steps to avoid them. All this to keep your plant up and running, as you planned it.



Commissioning

You have all the support you need to correctly run your equipment efficiently. On your request, ABB-certified engineers can undertake the entire equipment installation and commissioning for you. Correctly installed equipment are more reliable, and well-commissioned equipment lead to more efficient operations.



Extended Warranty

Your new equipment has been running in an acceptable manner, but what if some faulty behavior surfaces some months in the future? Increased protection on your equipment ensures that it is ABB's responsibility to replace your faulty parts.



Inspection and Diagnosis

The ability to successfully avoid unplanned downtime has a direct impact on overall profitability. We have developed tools to enable you to understand equipment conditions while they work, so that you can plan your actions accordingly.



Rapid response



Life Cycle Management



Life Cycle Assessment

When you need information on the condition of your equipment and the life cycle of components, we provide help in the diagnosis and assessment in a modern and easy service.

Life Cycle Assessment service gives you powerful knowledge to determine exactly where your process stands, now and in the future.



On-site and workshop repairs

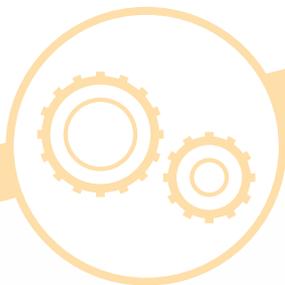
Your request for repairs on the spot has a quick response. You get the latest expertise on-site, carried out by ABB certified service engineers.

If it is not possible to fix an equipment on-site, our state-of-the-art workshops are equipped for in-depth investigations of your equipment. All work is thoroughly tested, and refurbished equipment are backed by one-year warranty.



Preventive Maintenance

An ideal equipment maintenance schedule manages the parts replacement at the right time. This regular maintenance keeps costs down and lifetime performance optimal. There are preventive maintenance kits designed to match specific product types. Highly skilled and trained engineers carry out all your annual inspections and component replacements, accordingly.



Operational Efficiency



Performance improvement



Services to match your needs



Reconditioning service

This is how you improve your equipment reliability and extend its lifetime. We recommended it at least once in equipment's lifetime. Reconditioning in an authorized ABB service workshop restores the equipment to their original condition and includes a full inspection, thorough cleaning, and individual component analysis and replacement. Every reconditioned equipment is thoroughly tested and comes with a one-year warranty.



Remote Support Service

We understand the gravity of downtime and we are committed to supporting you in minimizing it. With the correct devices installed, we can remotely access servers to read performance-related data of your equipment. This vital information helps us to help you with your troubleshooting and problem-solving.



Replacement

Quick and efficient replacement services minimize production downtime. We have classified ABB products based on their lifecycle into Active, Classic, Limited or Obsolete phases. This enables us to define for the customer the best time for Replacement and to carry it out without any compatibility, safety or other problems according to a replacement plan. We can also replace third-party products with ABB products taking into consideration the customer's business criteria. Stop worrying, and let us take care of business.



Retrofits

This is the fastest way to modernize your equipment to the newest generation, with immediate improvement in performance. The equipment are replaced, ready to perform, as you need it. No other changes are required to the main system and switchboards.



Rapid response



Life Cycle Management



Spare Parts

Wherever you are in the world, we strive to ensure that you run a trouble free operation. We send you genuine ABB spare parts as quickly as possible. Directly from ABB or from our channel partners. We provide a one year warranty on individual spare parts and spare part kits.



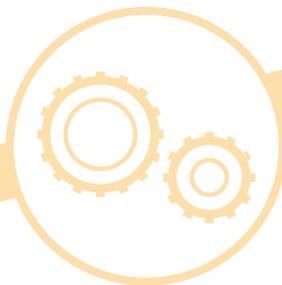
Technical Support

Just contact us when you need to, via phone or email. For whatever technical questions you have, or advanced product and application support, all our technical experts are available, through our local ABB contact centers.



Training

You will have the most up-to-date maintenance and competent service teams with our training courses and e-learning opportunities. It will enhance safety, develop your staff's troubleshooting skills, and maximize the availability of your equipment. We have hands-on courses at local training centers, but some of our courses can also be conducted at your facilities.



Operational Efficiency



Performance improvement



Protect your investment



Now you can extend the warranty of your circuit breakers, as long as they meet the minimum criteria. In some cases, warranty extension is free of charge.

Log on to the ABB circuit breaker warranty extension portal today and check for the options your breakers are eligible for.

To register, you will need the breaker's serial number, location, together with your company name, contact details, and equipment application. Once we know where you are we are better placed to help you.



The freedom of choice ABB Power Care agreement



Your business efficiency depends on your choices. ABB Power Care agreements let you focus on what you do best, while your power distribution system runs smoothly.

With your equipment performance optimized, your cost control improved, it's your way towards less unplanned downtime and easier maintenance budgeting.

Here are some examples of the service choice you can make:



Delivered Maintenance Services

This is the essential maintenance to prolong the lifetime of your assets. We take precise maintenance actions, including providing genuine ABB parts in preventive maintenance kits.



Technical Support

Expert help is only a phone call away. This solution is for all technical telephone assistance and rapid troubleshooting advice.



Self Maintenance Services

We provide you with access to proprietary resources that allow you to manage your own maintenance. Resources include online troubleshooting tools, manuals and equipment histories.

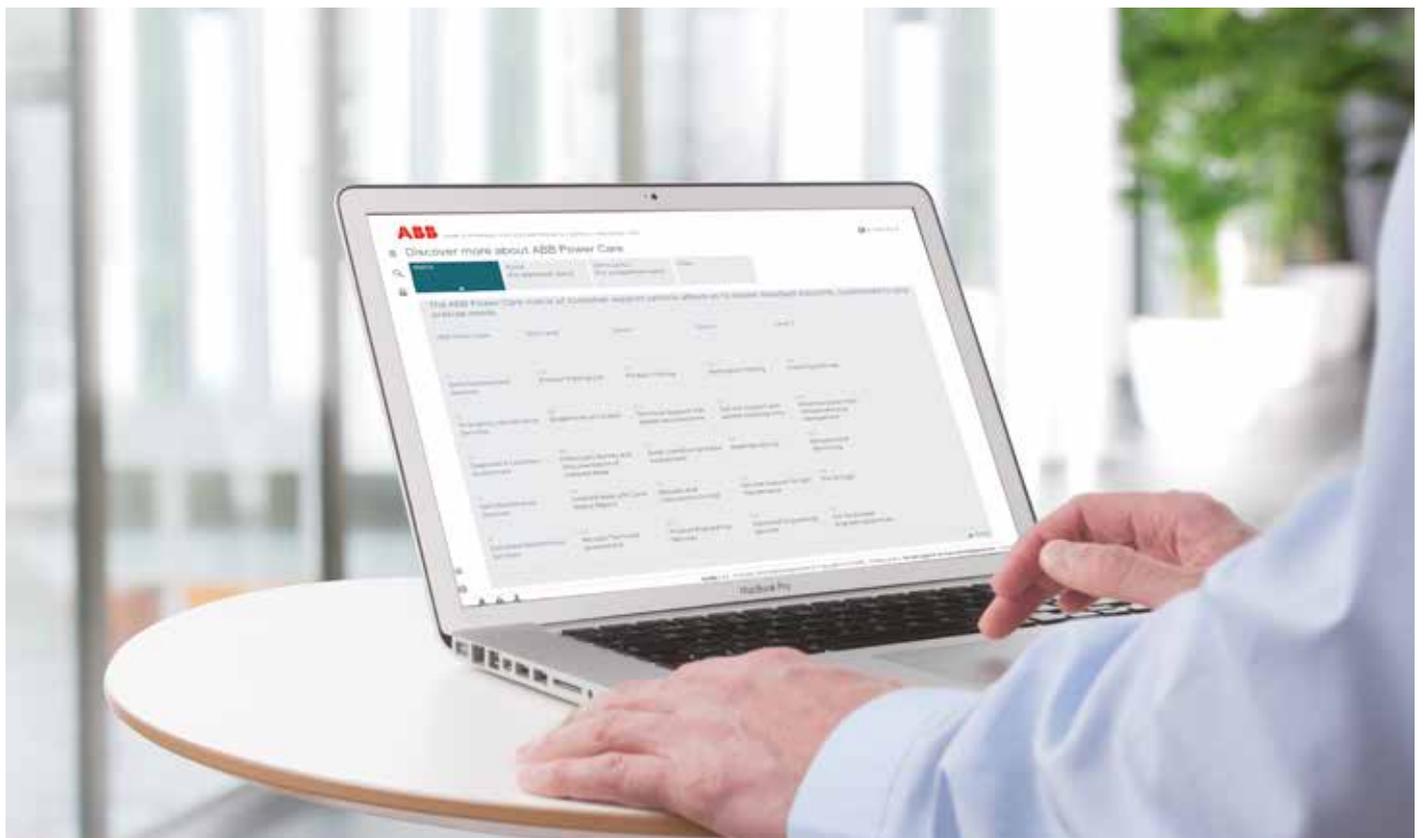


On-site response time

For those times when you need help, and you need it now. One phone call and an expert will be on-site within the time agreed.

Skills Development Services

Your investments improve performances when effectively used on a day-to-day basis. We share our expertise to elevate your operators' skills to maximize your investment.



A lifetime of peak performance



You're in control of every life cycle phase of your equipment. At the heart of services is a four-phase product life cycle management model. This model defines the services recommended and available throughout the equipment's lifespan.

Now it's easy for you to see the exact service and maintenance available for your equipment.

ABB product life cycle phases explained:



| | | | | |
|-----------------|---|--|---|---------------------------------|
| | Active | Classic | Limited | Obsolete |
| Product | Product is in active sales and manufacturing phase. | Serial production has ceased. Product may be available for plant extensions, as a spare part or for installed base renewal. | Product is no longer available. | Product is no longer available. |
| Services | Full range of life cycle services is available. | Full range of life cycle services is available. Product enhancements may be available through upgrade and retrofit solutions. | Limited range of life cycle services is available. Spare parts availability is limited to available stock. Product enhancements | Replacement are available |

Keeping you informed

We notify you every step of the way using life cycle status statements and announcements. You benefit from clear information about your equipment's status and the precise services available. It helps you plan the preferred service actions ahead of time and makes sure that continuous support is always available.

We inform you proactively, in two steps:

- Step 1 Life Cycle Status Announcement**
Provides early information about the upcoming life cycle phase change and how it affects the availability of services.
- Step 2 Life Cycle Status Statement**
Provides information about the equipment's current life cycle status, availability of product and services, life cycle plan and recommended actions.

Upgrade for state-of-the-art technologies



ABB works relentlessly to improve the products that are available to you. As your equipment approach the end of their life cycles, you can upgrade your system with improved safety features and performance capabilities with these retrofitting kits.

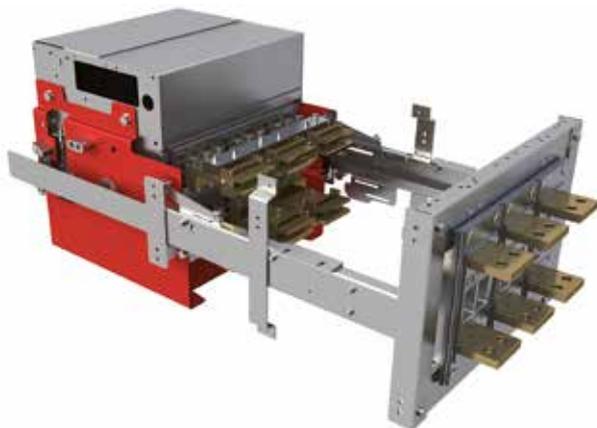
Changes are limited to the parts are upgraded, with minimal disruptions to your system, and no changes are made to the rest of the system.

Extend the life of your system with the latest technologies in protection of electrical systems.



Direct Replacement

In the most advanced of our retrofitting solution, replacement is as simple as removing the old equipment and racking in the new one. Disruption time is minimal, and limited only to the load that the equipment feeds



Cradle-in-Cradle

Specially manufactured new fixed parts are installed to the existing fixed part, and the new breaker is easily inserted.



Hard-bus Retrofitfill

The bus-bar kit specially designed and manufactured by the ABB factory ensures that your new breaker can be installed into the existing fixing points to the bus bar system.

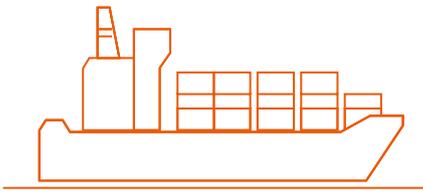
Low Voltage Breaker Retrofitting kits

ABB Solutions, skills, advantages

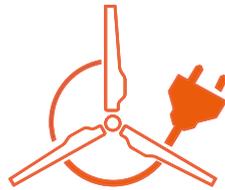
You never know exactly what's around the corner or what unexpected situation may throw your daily schedule off course.

By choosing relevant services, you are making your future a little more predictable. You are prepared for life's ups and downs, with expert advice as and when you need it. Plus you are preventing most faults from happening before they start.

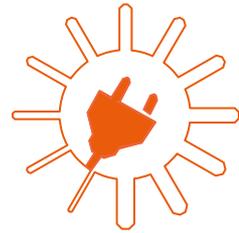
You're always in business with ABB service and support.



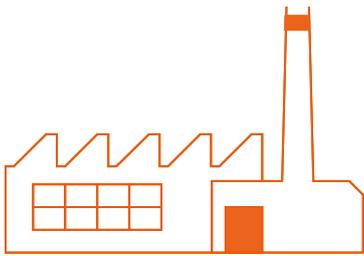
Marine



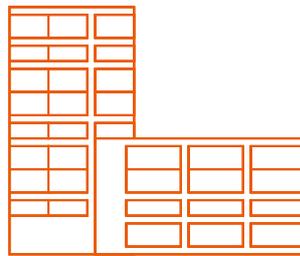
Wind



Solar



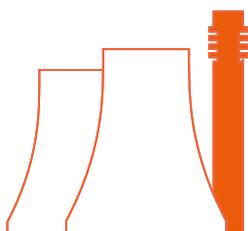
Industry



Building/Infrastructure



Data center/Critical power



Power generation



Oil and Gas



Metal

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