

# On-Site Repair

## Service product description

ABB On-site Repair service provides you with the latest drive expertise at the location you need. Your service request is quickly attended to and carried out by ABB-certified service engineers. With the On-site Repair service, you can safely minimize production and process downtime.

### Value to customer

- Global ABB network ensures fast dispatch of a certified service engineer to your site
- Troubleshooting and repair is carried out with the best tools and following the manufacturer's instructions, leading to reduced downtime
- High-quality repair work leads to consistently reliable performance
- Detailed repair report and back-ups of the drive parameters are provided to the customer

### Service includes

Preparation for work

- Simple fault analysis
- Checking the serial number in the ABB database

Repair on site

- Safety check
- Fault diagnosis, identifying and defining needed repair actions
- Repair work with original ABB spare parts according to the manufacturer instructions
- Test run, parameter checking and copying back-up files

Follow-up work at the office

- Drive registration
- Detailed customer report on repair work and possible advice to improve asset or process performance

- Drive back-up files delivery and saving in ABB's database

### Service does not include

- Spare parts needed for repair\*
- Root cause analysis\*
- Any update or upgrade work, retrofits or application engineering\*
- Supply of drive exchange units while drives are being repaired\*
- Technical Support 24/7\*

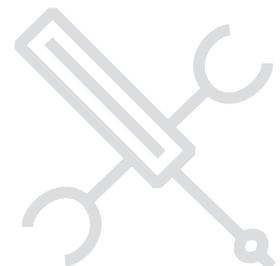
\*Subject to separate quote

### Product coverage

- The On-site Repair service is available for ABB drives in Active and Classic life cycle phases.
- For drives in Limited life cycle phase, On-site Repair service availability varies by country

### Customer responsibilities

- Providing a site health and safety introduction and work permits
- Ensuring the safety of the working area
- Ensuring free access to equipment for repair work



For more information, please contact your local ABB representative or visit:

<http://new.abb.com/drives/services/>  
[www.abb.com/searchchannels](http://www.abb.com/searchchannels)

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- Providing qualified electricians if assistance is required during repair work
- Providing assistance in moving and lifting heavy objects

**Other terms**

- According to the agreement between ABB and the customer data.



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