Service for grinding applications
Protect and optimize your drive systems
ABB has been manufacturing variable-speed drive systems for more than 40 years. Over the past four decades we have delivered more drive systems for grinding applications than any other supplier. And through a long series of innovations we have consistently raised the bar in drive performance, enabling mills and rollers to become more powerful, more efficient and more productive.

That experience and expertise is embedded in our drive system service portfolio – a portfolio that is designed to meet all customer requirements and to ensure that your drive systems, mills and rollers operate at peak productivity and cost efficiency.

The portfolio is comprehensive. It ranges from long-term service agreements to individual service products like spare parts, training at our global ABB University, as well as engineering and consulting. It also includes state-of-the-art technologies like remote monitoring and advanced remote diagnostics.

With an ABB service agreement you minimize the risk of costly unscheduled breakdowns, extend the life cycle of the drive system, optimize process performance and receive operational excellence from a global leader in drive systems for grinding applications. Our objective is to ensure that you get the most out of the money you spend on service.

Make ABB your first call for service: We help you to protect and optimize your drive systems and grinding assets.
The way to protect and optimize your assets is through predictive, preventive and corrective maintenance. ABB offers a comprehensive long-term service agreement – tailored to your needs – to ensure that your investment is protected and asset performance is maintained at the highest level.

**Long-term service agreement**

A long-term service agreement (LTSA) is the most efficient way to manage the life cycle needs of your drive systems and reduce the cost of maintaining them over time. An LTSA combines one or more service products in a simple agreement that is customized to meet your site-specific requirements for preventive, predictive and corrective maintenance.

LTSA complements your in-house resources. It provides you with the expertise and support of one of the world’s leading suppliers of drive systems to ensure that asset performance is continuously maintained at the optimal level.

ABB recommends that the following service products be combined in a three-year LTSA:

- Scheduled maintenance during the site’s planned shutdowns
- Remote diagnostic services
- Spare parts lists and kits
- Engineering and consulting

Collaboration and consultation are key elements of an LTSA. A three-year agreement includes a dedicated ABB life cycle manager who – in cooperation with your own service team – plans, coordinates, manages and executes the service of your drive systems.

Communication and escalation plans are a vital part of the agreement, as are progress meetings to follow up on open issues, quarterly management reports with agreed key performance indicators (KPI), and on-demand yearly site assessments. And, most importantly, we offer flexibility – the ability to respond quickly to emergencies and adapt our schedule to meet modifications in your production or maintenance needs or shutdown schedule.

**Benefits**

- Optimized asset performance
- Reduced and predictable maintenance costs
- Expert support from one of the market and technology leaders in drive systems
- Fast emergency response
- Single point of contact to a dedicated ABB life cycle manager
- KPI reporting provides vital metrics and ensures continuous improvement

### Long-Term Service Agreement (LTSA)

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Keep production running
Field services

ABB’s field services focus on equipment enhancement and overall plant and safety performance, thus reducing the risk of disruptive life cycles and the overall cost of maintenance. Our field services portfolio includes efficient predictive, preventive and corrective maintenance practices. To keep production running under optimal conditions during the entire lifetime of your applications ABB’s field services are your first choice.

Field services
ABB offers a comprehensive range of field services to meet all conceivable requirements. They include on-demand site inspections, scheduled or on-demand maintenance (predictive, preventive and corrective), emergency repairs, extended on-site start-up support, long-term on-site support, and detailed field service reports.

These vital on-site services are performed by ABB service personnel who are trained in the latest diagnostic, repair and maintenance practices.

Benefits
- Early identification of problems
- Streamlined decision-making for fast resolution of problems
- Service activities performed by experienced ABB engineers and experts
- Increased availability and reliability of equipment and systems
- Improved and extended system knowledge for your personnel
We are never far away
Remote services and spare parts

Regardless of where your production site is located, ABB is never far away. Through round-the-clock telephone support, remote access connections and efficient spare parts management, ABB provides rapid response and fast solutions to ensure that your drive systems perform optimally and cost effectively.

Remote services
Our remote services portfolio offers the choice of two products to bring you round-the-clock access to ABB experts or continuous monitoring of your drive systems via secure connections.

ABB Supportline
ABB Supportline gives you access to the most comprehensive and advanced telephone support program in the market. This 24/7 service puts you in immediate contact with our technical support engineers who have the knowledge, experience and resources to handle your support request immediately. Up to 80 percent of all user inquiries received are resolved during the initial contact with an ABB support engineer.

Benefits
– Access to technical experts 24 hours a day, 365 days a year
– Fast, easy and prioritized access to ABB’s worldwide support network
– Assigned support engineer takes full responsibility for problem resolution
– Monitored case status ensures fast resolution

Remote diagnostics
Remote diagnostic services (RDS) combines remote connectivity, advanced monitoring and diagnosis, data security and global technical support in a simple, widely proven package.

The package includes online troubleshooting, periodic maintenance and condition monitoring:
– RDS troubleshooting: ABB experts are linked to the operators’ HMI via a secure remote access connection to enable on-demand problem solving
– RDS periodic maintenance reports: ABB engineers perform scheduled health and condition examinations of the drive systems through periodic inspections. After each inspection a detailed report with recommendations on preventive maintenance actions is presented to the customer
RDS condition monitoring: Addresses both preventive and predictive maintenance by concentrating all available data sources in one place and transforming the data into valuable information relating to the health and operational status of the drive system. Condition monitoring is based on proven state-of-the-art ABB technology and runs automatically in the background, without interfering with existing hardware and software. Its most important features are:
- Data collection, data consolidation and long-term data storage
- Data analysis based on advanced algorithms
- Triggering alarm conditions of different types and severity
- Immediate alarm notification via email and/or text message
- Visualization of signals and analysis results

The package facilitates speedy and correct decision making on condition maintenance tasks and reduces the amount of unplanned corrective and planned preventive maintenance.

Remote diagnostics are available under an RDS service agreement of at least one year or in combination with other selected service products under a three-year LTSA.

Benefits
- Optimized asset performance
- Real-time support and troubleshooting
- Reduced maintenance – planned and unplanned
- Fast and automated information retrieval
- Condition reporting enhancements
- Immediate remote access to the drive system from any place in the world

Spare parts services
Efficient spare parts management is vital to maintaining productivity at your plant. Keeping spare parts in stock is a delicate balancing act – too many parts tie up capital, too few and you might face a costly shutdown.

ABB’s spare parts services are designed to help you achieve this balance. We perform audits of your spare parts inventory and identify your spare parts requirements. And, we provide a list of spare parts with fixed prices and delivery times for an agreed period, and with a fast and efficient ordering process.

Benefits
- Efficient spare parts management
- Inventory audits identify your spare parts requirements
- Faster spare parts procurement and shipping within the scope of LTSA
Getting the most from your investment
Training and special services

Once you have invested in an ABB drive system, we do everything to help you protect your investment – with an extensive training program to continuously improve staff expertise, engineering and consulting services to enhance drive system performance, and upgrades to the latest ABB technologies.

Training
Training is key to ensure that operators, engineers and managers are equipped with the correct skills and knowledge to improve productivity at your site. Once you have hired good employees, you have to keep them – by making sure that their skills and job satisfaction continue to grow. ABB has long since recognized the importance of training. Over the years we have trained more than 160,000 people at our 120 ABB University learning centers worldwide. There, they receive instruction in ABB products and technologies, business processes and in management competencies. For drive systems we offer a comprehensive program of instructor-led and web-based courses, workshops and seminars to improve skillsets, knowledge, efficiency and site safety.

Benefits
- Equips employees with the right skills and knowledge to improve efficiency and increase productivity
- Helps staff to keep pace with a changing business environment
- Improves knowledge transfer through skilled workforce
- Strengthens teamwork, increases employee satisfaction

Special services
As one of the world’s leading suppliers of drive systems for grinding applications, ABB offers unrivaled expertise in drive technology and grinding solutions. To each and every project we bring more than 40 years of experience and hundreds of successfully completed projects worldwide.

You can benefit from this expertise and experience by using our extensive resources in project management, engineering and consulting services to take your investment to a higher level.

We can, for instance, identify how best to improve system and equipment performance, production processes and regulatory compliance; or how best to extend the life cycle of your investment by upgrading the hardware or software to the latest generation. And, we can help you to evolve an aging drive system to a new state-of-the-art system that will significantly improve mill or roll performance.

Benefits
- Unrivaled expertise in drive systems and grinding applications
- Expert project management and engineering
- Improved system performance of your installed base
- Predefined and optimized upgrade packages to reduce downtime
- Smoother installations and faster start-up at lower cost
Contact us

Main Technology Service Center for grinding applications:

ABB Switzerland Ltd.
Segelhofstrasse 9P
5405 Baden 5 Dättwil
Switzerland
Phone: +41 58 586 84 44
E-Mail: minerals@ch.abb.com

Main Service Centers:

ABB Inc.
10300 Henri-Bourassa West
Saint-Laurent, QC, H4S 1N6
Canada
Phone: +1 514 832 6500
E-mail: mining@ca.abb.com

ABB S.A.
Av. Vicuña Mackenna 1602
Nuñoa, Santiago
Chile
Phone: +56 247 14 351
E-mail: abb.chile@cl.abb.com

ABB S.A.
Av. Argentina N° 3120
Lima 1
Peru
Phone: +51 1 415 51 00
E-mail: abb.peru@pe.abb.com

Local Service Centers:

ABB Australia Pty Limited
36 Archerfield Road
Darra Qld 4076
Australia
Phone: +61 1300 782 527
E-mail: abb-mining@au.abb.com

ABB Ltda
Av. dos Autonomistas, 1496
06020-902 Osasco, São Paulo
Brazil
Phone: +55 11 3688 9663
E-mail: abb.atende@br.abb.com

ABB South Africa (Pty) Ltd
ABB Campus, 2 Lake Road
Longmeadow Business Estate (North)
Modderfontein, 1609
Private Bag X10004, Edenvale 1610
South Africa
Phone: +27 10 202 5000
E-mail: mining.department@za.abb.com

ABB’s Minerals business unit, with headquarters in USA (Houston, Texas), is also represented in the following countries:
Argentina, China, Egypt, Estonia, Germany, Greece, India, Indonesia, Kazakhstan, Latvia, Lithuania, Malaysia, Mexico, North America, Norway, Oman, Peru, Poland, Saudi Arabia, Serbia, Spain, Sweden, Thailand and Vietnam.

For contact details, please visit our website:
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