



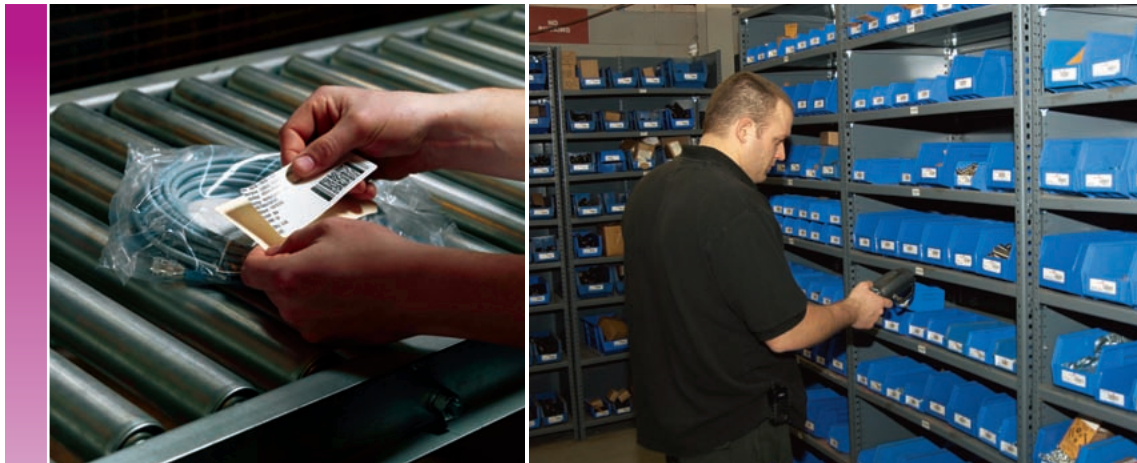
Spare Parts & Inventory Management

PARTS & LOGISTICS

ABB provides a world-class system parts and logistics offering. The focus of our parts and logistics organization is to provide on time, accurate and convenient service. Our robotic parts are shipped with an on-time delivery performance of 98%+, and 95% of these orders are shipped within 24 hours. We accomplish this through a worldwide logistics system called Parts On-Line (www.abb.com/partsonline). Emergency rush order service is available 24 hours, seven days a week, 365 days per year.

ABB is committed to maintaining a service parts inventory that will cover all your service parts needs for all ABB products. This inventory includes new as well as reconditioned parts for exchange. ABB can also repair or recondition your parts to reduce replacement costs.

Spare parts are ordered by calling our 24-hour Customer Support Center at 1-800-HELP-365, press 1, 2.



PRODUCT OFFERINGS

■ Spare Parts Recommendations

ABB can provide you with a customized spare parts package or spare parts consignment kit for your automation system equipment. Both are comprised of the most commonly used parts in your system and the level of downtime acceptable to your operation. Spare parts packages and consignment kits may be purchased alone or in conjunction with our SmartSpares™ Inventory Management Service. Consignment parts are ABB owned and stored at your site until required. The warranty begins only when the part is used.

■ SmartSpares™ Inventory Management Service

SmartSpares™ is a web-based data capture system that allows you to physically secure your spare parts and MRO material while simultaneously monitoring access and use, including multiple locations.

SmartSpares™ can be used to secure anything from a small cabinet to a whole stock room. Each time an employee enters the area, the system tracks the employee's name, time entered and the part removed or added. SmartSpares™ then sends a report of the transaction back to the main computer server and to a database administrator. A replacement part is then automatically, if desired, ordered and delivered to your location.

PARTS & LOGISTICS

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A collage of images representing various aspects of business and technology. The collage includes: two construction workers in hard hats looking at plans; a person sitting at a desk with a computer; a person smiling while wearing a headset; a sunset with a plane flying; a large fan; and a person's face. The images are interconnected by a network of green and orange lines, suggesting a global or interconnected business environment.