

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 SmartSparesTM 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 $^{\text{TM}}$ 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.

SmartSparesTM 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. SmartSparesTM 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.





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SmartSparesTM technology utilizes either wired or wireless communication networks. It can be integrated with your ERP system and can help improve the efficiency of your operations by dramatically reducing costs and lost productivity related to stock-outs, lost inventory, misplaced tools, expediting spares and maintaining unnecessary inventory. SmartSparesTM service agreements are sold in single or multiple years and are customized to meet your specific needs.

Component Repair

In addition to new parts, ABB can provide you with repaired, rebuilt and refurbished parts. Common parts repaired include teach pendants, power supplies, drives, circuit boards, rectifiers, actuators, amplifiers, wrists, motors, weld guns, and atomizers. All parts are cleaned and tested to establish root-cause of failure. Faulty components are replaced along with any others that have been found to fail over the long-term. After repair, all parts are thoroughly tested and then stored in protective packages. Repair items are fully warranted for a new twelve month period. Depending on your own stock and delivery needs, ABB can repair your existing part or provide you with a replacement part on a service exchange basis from our considerable existing stock.



Our team of spare parts coordinators has regularly scheduled routes to over one hundred customer locations. A spare parts coordinator is assigned to your facility and will personally work with you on order and delivery of new or rebuilt parts, the return and exchange of warranty parts as well as determining your overall spare parts stocking needs. He or she can also assist with other customer property being returned to ABB's factory for repair. (Not available in all areas).

■ Parts Online – www.abb.com/partsonline

ABB's Parts Online (POL) is a web-based parts system that gives you instant access to global parts availability. Parts details such as technical data sheets, pictures, alternative part numbers and a wealth of other useful information is available 24×7 for over 100,000 spare parts. POL is used by ABB customers in 77 countries and receives over 10,000 orders each month.





















