



ABB Component Repair Services

Parts & Logistics



Today, more than ever, there is a greater need for equipment to run more reliably and cost effectively as well as to extend its useful life. Repairing component parts is one way to accomplish this goal.

ABB understands this need and supports our customers through our certified, component repair service operations.

With more than 30 years of experience, the ABB repair network has handled thousands of repairs. All repairs are

backed by a minimum full one-year warranty. ABB certification means your repaired parts will perform as reliably as the first day they were installed.

ABB offers the full spectrum of parts and components services allowing you the maximum flexibility in choosing the right solution to meet your plant's needs:

OFFERING	PRICING	LEAD TIME	WARRANTY
New parts/components	Std. Price	Stock	Full Warranty
Exchange	> Half Price	Stock	Full Warranty
Repair/Refurbishment	< Half Price	7 to 10 days	Full Warranty
Inspect and Quote	Lower	10 to 21 days	Only what is replaced

Repairs allow support of "obsolete" products or replacement with alternative solutions.

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Services Offered

ABB Component Repair Services program, can be purchased separately or as part of a comprehensive approach to asset repair services through a single source, ABB.

◆ **Certified Component Repair** – ABB repair centers provide a complete spectrum of certified repair services.

- Actuators, Electrical/Mechanical
- ABB Spot Welding Guns
- Amplifiers
- Robot Subassemblies
- Atomizers
- Power Suppliers
- CRTs/Monitors
- Printed Circuit Boards
- Teach Pendants
- Programmable Controllers
- Motors
- Peripheral Guarding
- Ball Screws
- Drives
- Robot Wrists
- Encoders
- Robot Cylinders
- And more.....

◆ **24 x 7 x 365 Technical & Parts Support** – The most experienced technical support staff in the industry is available 24 hours a day, seven days a week, 365 days per year. ABB spare parts may also be ordered anytime by calling the 24-Hour Customer Service Hotline at 1-800-435-7365.

◆ **Inspection Services** – ABB can do a thorough inspection of any piece of equipment and provide a detailed inspection report that will give a full component failure risk analysis and make recommendations for the best maintenance and repair approach.

◆ **Preventive Maintenance and Repair Services** – ABB offers a full range of preventive maintenance and repair services. Based on the results of the inspection analysis, ABB will tailor a program that best fits the needs of your equipment.

Why ABB?

As a complete system solutions provider, ABB offers many advantages other suppliers simply cannot offer. In addition to having the largest number of installed robots of any company in the world and the most advanced technology in the industry, ABB offers the most complete portfolio of services. Only ABB brings the following value added advantages:

◆ **Equipment Manufacturer** – As an OEM, ABB has full access to complete engineering documentation, assuring repairs and upgrades are made to the latest specifications.

◆ **Infrastructure** – In North America, ABB has a dedicated 20,000 square foot facility for reconditioning and repair. Our global network of repair centers combined with a large inventory of used and reconditioned parts allows for fast delivery of repair and replacement parts from anywhere in the world.

◆ **Expertise** – The most experienced electronics repair staff in the industry utilizes state-of-the-art, multilevel testing processes on ABB components as well as parts from other manufacturers.

◆ **Traceability** – ABB can provide a detailed fault analysis report that includes each part and serial number creating an historical repair perspective.

◆ **Free Pick up & Delivery** – ABB offers its Van Driver program for free pick-up and delivery of repair parts, as well as other spare parts and logistics support (available only in specific geographic areas).

◆ **Asset Repair Services** – ABB offers many value added services to support a facility or company-wide asset repair service.

- Asset inspection, cataloging, analysis and documentation
- Coordination of asset movements and inventory across multiple locations
- Storage and disposal of assets.
- Full component repair services.
- Total turn key project management.