ABB drive care for Low Voltage AC drives

ABB drive care is the contract-based service that allows customers to maintain, repair and get support to their drives installed based through the selection of one or more of following standardized services:

- **Technical support**: to be able to get assistance by telephone or e-mail when a drive failure appears
- **Preventive care**: for increasing reliability and extending lifetime of drives by timely performed maintenance actions
- **Complete care**: to get all benefits of preventive care and, at the same time, not paying the bill of possible drives repairs
- **Response time**: to reduce to the minimum the effects of a downtime due to a drive failure

1. Service provides

   - **Technical support**
     - One contact number for quick and smooth case handling
     - The priority access to a team of factory-certified service specialists answering technical questions on drives operation and maintenance
   
   - **Preventive care**
     - Material: the aging components (preventive maintenance kits) to be replaced in the drives as recommended by components manufacturers and ABB's experience in servicing drives
     - Labor: factory-certified service specialist to carry out the aging components replacement and the agreed maintenance visits
     - Travel expenses*
   
   - **Complete care**
     - All in the preventive care, plus
     - Material: spare parts necessary for repairs
     - Labor: factory-certified service specialist to carry out the repairs
     - Travel expenses*
   
   - **Response time**
     - One contact number for immediate access to the personnel on duty
     - A factory-certified service specialist at the agreed place within the agreed period of time

* Travel expenses can be included in the contract or invoiced separately

2. Service excludes

   ABB drive care does not provide further standardized services other than what described above. However, additional tailored services can be agreed and added to the contract.

3. Customer responsibilities

   The customer is responsible for providing all available information, especially the maintenance record of the drive and its application. ABB must also have free access to the drive for maintenance and repairs during the shutdown. The maintenance must be planned well in advance in order to reserve resources and service parts needed. In addition, the drive must be able to be driven in its normal operation conditions. If the tuning for special conditions is required, the drive must be able to be driven in such conditions.

   When requested, the customer is responsible for implementing the actions recommended in the service report.

4. Other terms

   - According to local legislation and terms of delivery.

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