

# 10 good reasons to choose ABB Service for your Electrification products



ABB services are designed to provide life-long operation for all our Electrification systems with a range of service offerings to meet your requirements. We are well-versed in all areas of industry and business life, specializing in solutions and services for your electrical infrastructure.

## Our Service Portfolio

ABB's Electrification Services portfolio provides a range of offerings far beyond standard product support: from on-site services for risk-reducing installation and startup, to availability services to help you proactively reduce downtime and meet your service level commitments.

With installation services to product end of life, warranty upgrades, remote monitoring, and proactive care to provide 24/7 problem resolution, you can rely on ABB's field service organization for all your electrical infrastructure support needs. ABB also yearly publishes a detailed communication about the life cycle management.

### 1. Safety first

Working with Electrification products might involve dealing with a highly dangerous context; ABB engineers are properly trained and know how to mitigate the risks. This is training, experience plus ABB commitment to Environment, Health & Safety.

### 2. Coverage

With a service presence in more than 50 countries, ABB has one of the world's most capable organizations, providing a reliable and rapid response time around the clock.

### 3. Knowledge

ABB Experts are prepared to provide service excellence. We update our technicians with the latest training, check their knowledge with regular assessments to ensure they are well-versed with the most current product information. Close interaction with Quality and Research and Development teams makes them true product experts.

### 4. Complexity

Picture this: an average medium or low voltage switchgear manufacturer has 10 active product lines. Each has different versions with different typical units, in addition to the sub-components such as circuit breakers, protection relays, instrument transformers, etc. Multiply that across 5 major brands among additional smaller ones to visualize the broad scale and complexity a multi-vendor service supplier faces. ABB expertise makes the difference.

### 5. Fresh spares

ABB not only provides certified spares and consumables, but ensures that they are at the latest revision level, keeping your installation bug free. Our local offices have stock, and we provide service-level agreements in which spare parts may be included, along with all the other solutions of ABB Service portfolio.

## 6. Digital age

There was a time when a good technician was someone with a good ear and a screwdriver. That was enough to spot an issue. Times have changed. Today, our Electrification products are far more digitally interconnected to better perform in terms of asset and energy management.

## 7. Remote monitoring

Our remote monitoring solutions give you the power of watching and optimizing your site equipment behavior anytime, anywhere via an intuitive graphic interface, resulting in greater reliability and availability with minimized unplanned maintenance.

Additionally, ABB Ability™ Asset Manager provides a 24/7 connection with our monitoring center and offers immediate specialist attention for the complete switchboard.

## 8. “Repetita iuvant”

This is Latin for “repeating things helps.” What is the probability that a multi-vendor service provider will work on the same model and brand of your switchgear, circuit breaker, protection relay or power electronic equipment on a daily basis? Would you choose a surgeon who operates daily, or one who does the same operation only once a year?

## 9. Lifecycle care

The average end of life (EOL) of a switchgear is 50 years. To ensure this operational lifetime, it is fundamental to carry out maintenance properly, as well as retrofit circuit breakers and relays in due time. Service agreements with ABB include all the services to ensure your equipment is up and running for its entire lifetime.

## 10. Sustainability

Sustainability involves a circular concept aiming to reduce emissions and waste, recycle potentially dangerous components, reduce energy consumption and optimize the assets' investment.

ABB is committed to a sustainable service offering through:

- Lifetime extension with upgrades and retrofit solutions
- Maintenance optimization through advanced preventive programs
- Asset management through monitoring and diagnostic solutions
- Remote assistance through augmented reality
- Personnel and equipment safety through upgrades and dedicated solutions

# Our Electrification Service Portfolio



### Start-up and maintenance services

- Installation and commissioning
- Training
- Spares and consumables
- Maintenance (preventive, condition-based and predictive)
  - SWAPs maintenance program
- Extended Warranty



### Lifecycle services

- Engineering and consulting
- Extensions, upgrades and retrofit
  - Roll-in retrofits/Direct replacement
  - Onefit/ hard-bus retrofill
  - Cradle in cradle retrofill
  - Relay Retrofit Program/ Ekip UP
- Circuit breaker remote racking systems
  - TruckMaster
  - RRD Remote Racking Device
- Arc flash protection upgrades
- End of life services
- Replacement



### Technical support and repairs

- Remote Assistance for electrical systems – RAISE
- Collaborative Operations for electrical systems – CLOSER



### Advanced services

- ABB Ability™ Condition Monitoring for switchgear - SWICOM
- ABB Ability™ Condition Monitoring for electrical systems – CMES
- ABB Ability™ Energy and Asset Manager
- ABB Ability™ Life cycle assessment for electrical systems – MySiteCondition
- ABB Ability™ Backup Management for electrical systems – Data Care



### Support agreements

- ABB Power Care