

## Parts and Logistics

The right part at the right time

### Our Customer Service portfolio includes:

■	Field Service
■	Parts and Logistics
■	Training
■	Reconditioning
■	Pre-owned Robots
■	Service Agreements & System Care
■	Process and Application Consulting

# ABB

#### ABB Flexible Automation worldwide locations

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## ABB Automation

# ABB

## Parts and Logistics

Service parts are important in ensuring that your automation equipment operates at maximum efficiency. To provide you with the right part in the fastest possible time we have developed a global logistics network. Our Service Parts stocks are shared by all our manufacturing facilities and all other ABB parts holdings around the world, which means that we can locate the part you need and despatch it to you quickly and efficiently.



### New Parts

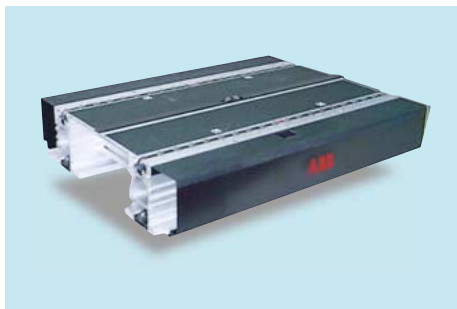
A comprehensive inventory of critical new parts is held locally at our Customer Service centres. These can be despatched within 24 hours and are also available for door-to-door delivery.

### Exchange Parts

In order to provide immediate service and availability of parts, ABB offers an exchange programme. This cost efficient option is available for most ABB parts and delivery is within 24 hours.

### Repair Parts

Repair parts are the most cost-effective solution to your parts requirement. These include reconditioned and tested parts that, in most cases, can be delivered in less than three weeks.



### Consumables

ABB can supply a range of “process oriented” consumable parts such as weld contact tips and paint regulation needles. Our consumables service offers you the benefit of:

- Annual consumption analysis
- Technical advice
- Regular deliveries
- Reduction of inventories
- Progressive invoicing.



### Parts Packages

If uptime is critical we can provide you with a Service Parts Package designed to ensure that you have the part you need when you need it. Parts packages include up-grade kits as well as tailored packages to meet your specific needs.

### Inventory Management

This is a consulting service to help you optimise your inventory in line with your production process and capital reduction requirements. Our Inventory Access Program, which includes a Return-On-Investment calculation tool, will help you to find the best solution. Consignment stock can be included as part of our Inventory Management Service. These stocks can be held on or off site and have a flexible content that is reviewed regularly. ABB can offer recommendations on consignment stock holding based on the type of equipment you have.

