LifeCycle Parts Services
Distributed Control Systems
LifeCycle Parts Services
Trouble-free operation

- Service and support to maximize uptime
- Easy accessible spare part services to ensure continuous operation
- Best possible return on your assets throughout their entire life cycle
LifeCycle Parts Services

Product portfolio

The services highlighted in this presentation cover the following ABB control systems families:

- System 800xA
- Freelance
- Advant Master
- Advant MOD 300
- Satt
- Symphony DCI System Six
- Symphony Harmony/INFI 90
- Symphony Melody
LifeCycle Parts Services
Different needs for different situations

The type of Parts Service needed is situation dependent:

– Preventive maintenance – for planned maintenance
– Emergency maintenance – due to a breakdown
– Customer stock replenishment – planned or unplanned refill of customer's stock
– Repair – the unique part must be returned
LifeCycle Parts Services

Portfolio overview

- **Spare parts**
  - Spare Parts Service
  - Emergency Parts Service
  - Refurbished Parts Service
  - New unused spare parts
  - Urgent cases 24/7
  - Updated, refurbished, like new

- **Customers' parts repair or exchange**
  - Parts Repair Service
  - Parts Exchange Service
  - Repair and return of a failed unit
  - Exchange a failed unit for a new or refurbished part

- **Customer stock assurance**
  - Parts Test Service
  - Verify integrity of unknown parts

- **Parts management services**
  - Preventive Maintenance Kits
  - inventory Access™ Program
  - Parts StepUp Service
  - Parts Root Cause Analysis Service
  - To avoid failures due to extended run-time
  - ABB-owned spares located at or near your location
  - Exchange outdated hardware for new fully supported
  - Determine the root cause of failed hardware
# LifeCycle Parts Services

Service availability by system family

A majority of ABB DCS system families have a complete portfolio

Basic services are available for all system families

<table>
<thead>
<tr>
<th>System</th>
<th>Spare Parts Service</th>
<th>Emergency Parts Service</th>
<th>Refurbished Parts Service</th>
<th>Parts Repair Service</th>
<th>Parts Exchange Service</th>
<th>Parts Test Service</th>
<th>Preventive Maintenance Kits</th>
<th>Inventory Access™ Program</th>
<th>Parts StepUp Service</th>
<th>Root Cause Analysis Service</th>
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● = Available, ● = Not available
- ABB uses a four phase life cycle model to secure service availability during the system lifetime.
- Throughout the product lifetime, the product is transferred through different life cycle phases.
- No service is guaranteed when the product or part has moved into the Obsolete phase.
- ABB offers System Evolution services to maintain your investment in a supported life cycle phase (Active, Classic and Limited).
## LifeCycle Parts Services

Service availability by life cycle phase

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**Services availability depends on the product’s life cycle state**

<table>
<thead>
<tr>
<th></th>
<th>Spare Parts Service</th>
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</tbody>
</table>

● = Available, ● = On request, ● = Not available
LifeCycle Parts Services
Spare Part Service

- High quality genuine and ABB-certified spare parts
- Increases reliability leading to longer lifetime of your equipment.
- Available for all Control Technologies system families
- 24/7 web-based ordering process.
- Quick handling and shipping

Choose this service when you wish to purchase a new spare part and have it shipped within a day
LifeCycle Parts Services

Emergency Parts Service

- Ensured spare parts availability in critical situations
- Personnel available 24 hours
- Immediate response to your emergency parts requests
- Quickest possible delivery through global logistics network

Choose this service when quickest possible delivery is the most important factor
LifeCycle Parts Services

Refurbished Part Service

- Cost effective like-new parts
- Recovered, tested and updated by ABB
- Meet original equipment specifications and current component standards
- Available in later life cycle phases

Choose this service when you want to purchase a spare in a more cost-effective way, or during later life cycle phases when new parts are no longer manufactured.
LifeCycle Parts Services
Parts Repair Service

- Your unique part is repaired and returned
- Parts are repaired to meet original equipment specifications
- World-class turnaround time
- Repair report included in every return shipment

Choose this service when you wish to have your part repaired and returned
LifeCycle Parts Services

Parts Exchange Service

- Keeps turnaround lead-times to a minimum
- Delivered parts can be refurbished or new
- A repair-report for the sent in part, if repaired, can be requested at the ordering time

Choose this service when you wish to purchase a fully functional spare in return for your broken unit
LifeCycle Parts Services

Parts Test Service

- Determines the current status of your parts
- Assures part functionality and that it meets original factory specifications
- Parts are sealed with factory labels
- Fast turnaround time
- A test report is always included with the unit.
- Maximize uptime by improving spares quality

Choose this service when you want assurance that the spares you have used or stored for a longer period are still operational
LifeCycle Parts Services
Preventive Maintenance Kits

- Planned maintenance - maximizes productivity and system uptime
- Genuine certified ABB parts in pre-specified easy-to-order kits
- Kits contain all parts for a specific scheduled maintenance

Choose this program when you want to secure continuing operation and know the calculated maintenance cost
LifeCycle Parts Services

inventory Access™ Program

- Our Parts Inventory Management program
- Cost-effective alternative to purchasing parts inventory
- Customized spare parts inventory at or near customer location
- Actual purchase and warranty period start occurs when parts are put into service.
- Fixed monthly fee

Choose this program when you want to have spare parts located at or near your premises
LifeCycle Parts Services

Parts StepUp Service

- Life cycle extension of your system parts
- Replace existing hardware to new, fully supported and updated hardware.
- Easy replaceable with minimized downtime.
- Add system performance to improve your control system.

Choose this service when you need to exchange outdated hardware for new, unused, fully supported hardware of latest design and different types with higher performance, extending your system parts life cycle.
LifeCycle Parts Services

Root Cause Analysis Service

- High quality genuine and ABB-certified spare parts
- Increases reliability leading to longer lifetime of your equipment.
- Available for all Control Technologies system families
- 24/7 web-based ordering process.
- Quick handling and shipping

Supported product families:
- ABB Ability™ System 800xA:
  - AC 800 M, S800 I/O, Panel 800
- Advant Master and Advant MOD 300:
  - AC 160, AC 410, AC 450, AC 460, S100 I/O, S600 I/O

Choose this service to determine the root cause of failed hardware
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Summary

A global portfolio with standardized services:

- Covers all ABB Control Technologies system families
- Supports customers strongly through the first three life cycle phases – Active, Classic and Limited.
  In the Obsolete phase, customers will be supported with our ‘best effort’.
  ABB offers evolution services to maintain your investment in a supported life cycle phase (Active, Classic and Limited)
- Diversified – multiple alternatives for a need: exchange vs. repair, refurbished vs. spare part etc.

Further information:

Brochure: LifeCycle Parts Services for Distributed Control Systems
Web: LifeCycle Parts Services for Distributed Control Systems
Web: ABB Services for Distributed Control Systems

“We ensure that our customers receive the best possible return on their assets throughout the entire product life cycle.”