

SERVICE NOTE

ABB motors and generators

Extended warranty



Users can now benefit from an extended warranty for their ABB high voltage motors and generators in connection with the ABB Ability™ Condition Monitoring system for HV motors.

Extended warranty

Purchasers of new high voltage motors and generators can extend the standard factory warranty to 66 months by deploying the ABB Ability™ Condition Monitoring system for HV motors. After the extended warranty period, ABB offers a service agreement for users that want to continue securing their investment in the most reliable way.

The following two extended warranty options are available with the remote condition monitoring system:

Warranty option 1:

Condition monitoring performed by user

The user monitors the motors' and generators' condition using ABB's remote condition monitoring system and alerts ABB of potential problems or if maintenance is required. Upon request, ABB is able to access the motors or generators remotely and performs all necessary maintenance tasks during the extended warranty period.

Warranty option 2:

Condition monitoring performed by ABB

ABB engineers remotely monitor the condition and performance of the user's motors and generators with ABB's remote condition monitoring system. ABB alerts the user to potential problems and performs the necessary maintenance tasks to keep the motors and generators operating at top performance.

Key benefits

- Safety net against unexpected maintenance costs
- Early alerts to potential problems
- Ability to optimize maintenance
- Longer equipment life through advanced maintenance planning

Extended warranty process



Motor and generator selection

Prior to purchase of motors and generators, ABB offers technical advice to guide the user to the optimum solution that meets the process demands.

Benefits:

- Quicker decision making
- Reassurance that the motor or generator is correctly dimensioned



Choose remote monitoring option

To qualify for an extended warranty, the user must select the ABB Ability™ Condition Monitoring system for HV motors. During this stage ABB explains the two remote condition monitoring options available – self monitoring or remote monitoring by ABB – and helps the user choose the solution that meets their process requirements and budget.

Benefits:

- Peace of mind knowing that unplanned motor or generator stoppages are avoided
- Avoiding unexpected maintenance costs



Motor and generator operation

ABB can help with the installation and commissioning of the motors and generators and with the setup of the remote condition monitoring system. Once operational, ABB can advise on any maintenance requirements needed to ensure the motor or generator operates at its optimum performance.

Benefits:

- Single point of contact for the end user where manufacturer is resolving equipment operation and installation challenges
- Rapid start-up of process, early warning of breakdowns and forward planned maintenance schedule

For more information, please contact your local ABB representative or visit:

new.abb.com/motors-generators/service

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