

MEASUREMENT & ANALYTICS

# ABB Measurement Care service agreements

Service levels that match your needs



- Comprehensive and customizable
- Increase reliability and efficiency
- Optimize and extend product lifetime

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## **ABB Measurement Care**

**Let ABB take care of your assets,  
so you can take care of your  
business.**

**ABB offers customized solutions to  
meet your service needs, improve  
production efficiency and reduce  
capital outlays.**

**ABB can provide all the life cycle  
services to keep your processes  
moving, all bundled in a single  
service agreement.**

# The customizable service contract

Together, we can utilize this modular framework to select a service package that meets your needs

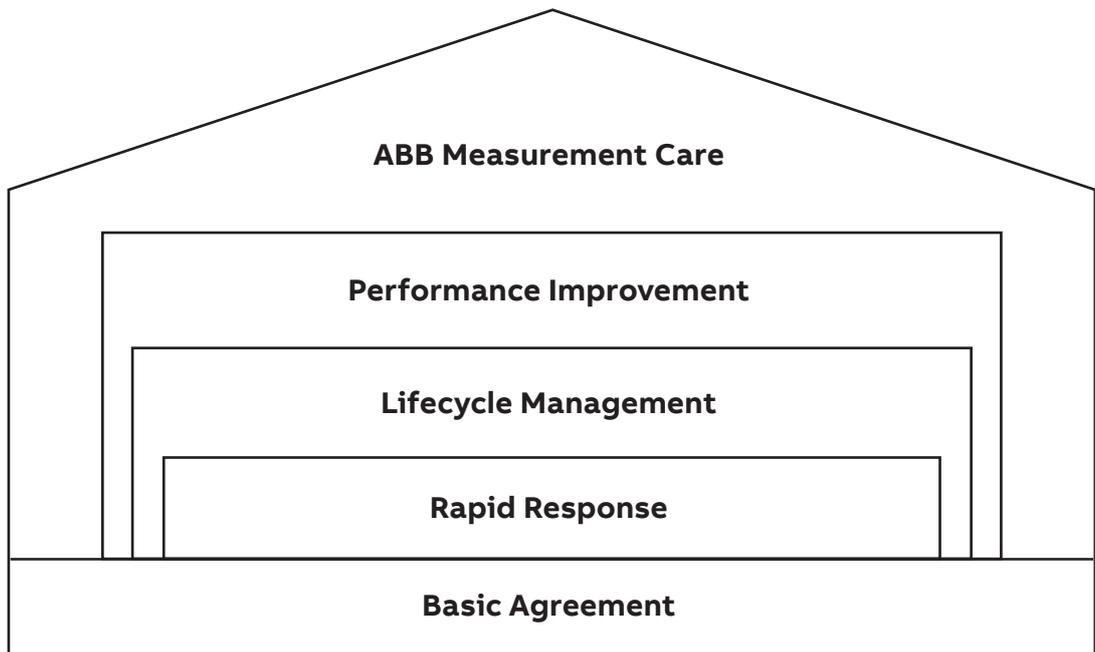
**C** **Comprehensive** service portfolio maximizing asset value and process performance.

**A** **Advanced** services delivered by professionals providing best-in-class solutions. Sharing our knowledge and passion for innovation.

**R** **Reliable** support guaranteed through telephone hot lines and on-site assistance. Dedicated preventive maintenance scheme to extend product life and process uptime.

**E** **Expertise** with a proven record built over decades of delivering service solutions.

01 Three key service value levels



## Package 1 - Rapid Response

Guaranteed urgent action within an agreed time frame. You can count on professional prioritized support from highly skilled specialists.

## Package 2 - Lifecycle Management

Product age and condition can adversely affect the performance of your process. An installed base assessment coupled with an effective pre-

ventive maintenance program improves uptime while reducing capital costs.

## Package 3 - Performance Improvement

Remote and on-site monitoring identifies ways to improve process performance. Monitoring allows accurate predictive maintenance plans to be employed to keep products running at optimum levels.

# The customizable service solution

## Package 1 - Rapid Response

Let ABB help to restore your process to normal and minimize the impact of unplanned downtime.

### Contract management

Professional contract management ensures a smooth service delivery with a single point of contact. Regular communication to ensure customer satisfaction and continuous improvement.

### Technical support

Remote technical support to quickly return process to normal. Easy access to certified professionals for accurate diagnosis.

### Corrective maintenance and on-site repairs

Service professionals dispatched to site equipped with genuine spare parts and certified tools.

### Workshop repairs

Skilled technicians providing off-line repair and calibration services. Guaranteed priority for your repair within contractually agreed time frame.

### ABB Service Desk

Contact Center that enables customers to directly get phone support from ABB experts. Spare parts management

## Rapid response services core offering

Your needs	ABB Service offering	Service description	Benefits
Day to day support	ABB Service Desk	Single point of contact between you and local ABB Service Team	<ul style="list-style-type: none"> <li>- Dedicated phone number to access ABB services</li> <li>- Priority support with pre-defined response time</li> <li>- Optimized service products delivery</li> <li>- Contract performance review</li> </ul>
Daily support	Contract management	Pre-defined agreement terms	<ul style="list-style-type: none"> <li>- Expedited support processes</li> <li>- Fixed costs and rates</li> <li>- No need of quotation and purchase order</li> </ul>
Predictable costs	Lifecycle status	Review of the installed base lifecycle status	<ul style="list-style-type: none"> <li>- Updated equipment lifecycle status</li> <li>- Spare parts list tailored on Lifecycle Status outcomes</li> </ul>
Problem solving	Technical support	Remote support from ABB experts when needed	<ul style="list-style-type: none"> <li>- Fast remote diagnosis</li> <li>- Issue resolution through remote guidance</li> <li>- Priority for support</li> </ul>
Problem solving	On-site repairs	Emergency on-site service	<ul style="list-style-type: none"> <li>- Return process back to normal</li> <li>- 24/7/365 support</li> <li>- Scheduled on-site visits</li> </ul>
Problem solving	Workshop repairs	Asset is repaired at ABB facility and returned to you	<ul style="list-style-type: none"> <li>- Repair performed by certified lab technicians</li> <li>- Work covered by warranty</li> <li>- Guaranteed repair and delivery time frame</li> </ul>

# The customizable service solution

## Package 2 - Lifecycle Management

Let ABB help to restore your process to normal and minimize the impact of unplanned downtime.

Access stress-free spare parts management and on-time parts delivery, 365 days a year. Let ABB worry about part obsolescence, depreciation and storage.

### Preventive maintenance

Regular on-site maintenance, service and calibration to maximize uptime, extend product life and meet local regulations.

### Lifecycle assessment

Installed base evaluation with improvement plan to secure long-term process performance and predict future capital and operational budgets by year.

### Inspections and Diagnostics

Inspection and analysis of the equipment to allow maintenance to be performed in a targeted and economically beneficial way in accordance with customer priorities.

## Lifecycle management core offering

Your needs	ABB Service offering	Service description	Benefits
Spare parts	Spare parts management	Spare parts stock availability and management	<ul style="list-style-type: none"> <li>- Guaranteed spare parts</li> <li>- Genuine spare parts covered under a warranty</li> <li>- Annual spare parts review</li> <li>- Logistics and Inventory managed by ABB</li> </ul>
Budget forecast and performance optimization	Lifecycle assessment Inspections and diagnostics	Evaluation of asset status with evolution and replacement plan	<ul style="list-style-type: none"> <li>- Updated assets status</li> <li>- Effective lifecycle management plan</li> <li>- Rational budget definition</li> <li>- Reduced capital and operation budget risks</li> </ul>
Minimize failures and extend product lifetime	Preventive maintenance	Scheduled on-site maintenance visits	<ul style="list-style-type: none"> <li>- Corrective maintenance reduction</li> <li>- Product-specific maintenance</li> <li>- Predictable costs</li> <li>- Certified, skilled service engineers assigned</li> </ul>

# The customizable service solution

## Package 3 - Performance Improvement

Let ABB improve the efficiency, availability, reliability and safety of your assets

### Condition monitoring

Scheduled product health check provides service recommendations based on condition monitoring findings, on-site or through secure remote connection.

### Predictive maintenance

Secure product performance and minimize unplanned downtime. Planned maintenance based on our product knowledge and real-time remote service analysis.

Performance improvement core offering

Your needs	ABB Service offering	Service description	Benefits
Minimize unexpected failures	Condition monitoring	On-site or remote access for health monitoring and troubleshooting	<ul style="list-style-type: none"> <li>- Scheduled on-site/remote assets health monitoring</li> <li>- Remote troubleshooting</li> <li>- Priority support</li> <li>- Condition-based maintenance</li> </ul>
Performance optimization	Predictive maintenance	Planned and scheduled maintenance	<ul style="list-style-type: none"> <li>- Minimize critical failure and downtime</li> <li>- Predictable costs</li> <li>- Device performance improvement</li> </ul>

ABB Service Engineer assisting customer in improving plant performance.



# Optional services

Let ABB Measurement Care provide a flexible approach to meet your needs and create value

## Training

ABB University offers a wide range of training courses including e-learnings, on-site and classroom trainings. Customized training can be provided based on your needs.

## Replacement

A pre-configured replacement ready to install can ensure plant productivity.

## My ABB

Single online entry to ABB-wide range of services, available 24/7/365 and accessible from every location.

## Evergreen warranty

Protect your investment throughout products' lifecycles.

## Remote Assistance

ABB experts can support you on-demand in the event of a specific problem or failure. ABB specialists can analyze and guide the site control engineer through the fault-finding process.

## Resident engineers

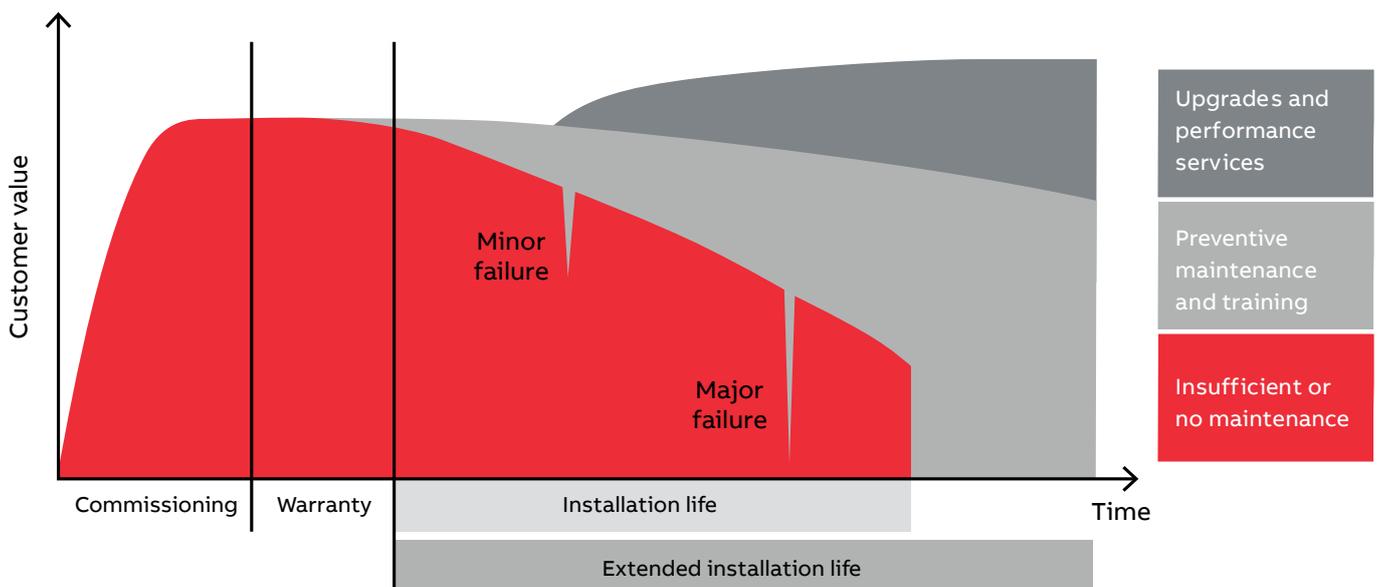
On-site certified service engineers ensure high performance and low downtime.

## Engineering and Consulting

Optimize your installed base to improve data quality and availability. Secure regulatory compliance to emission monitoring legislation.

## Dynamic QR Codes

Speed up troubleshooting by adopting QR Codes generated upon demand to provide information on product health status.



# The customizable service solution

— 01 Power plant in the Netherlands

— 02 Petrochemical plant in India

— 03 Chemical plant in Italy

**Power plant in The Netherlands** needed guaranteed response time for corrective maintenance, access to technical support and troubleshooting.



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01

We met that need with  
**Rapid Response**

Guaranteed fast and flexible service response to maximize equipment availability.

Customer Benefit:  
**Higher availability**

**Services include:**

- 24/7 service engineer mobilization (on-site in 24hrs)
- 24/7 spare parts availability
- 24/7 Technical Support

**Petrochemical plant in India** needed resident expertise, preventive maintenance and better trained personnel.



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02

We met that need with  
**Lifecycle Management**

Provided powerful tools and our knowledge base to optimize and extend equipment life.

Customer Benefit:  
**Better asset performance**

**Services include:**

- 24/7 Technical Support
- Resident engineer
- Training

**Chemical plant in Italy** needed to integrate preventive maintenance with system health diagnosis and predictive maintenance to maximize asset availability.



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03

We met that need with  
**Performance Improvement**

Increased productivity through usability and efficiency optimization of equipment and processes.

Customer Benefit:  
**More quality production**

**Services include:**

- 24/7 Technical Support
- Predictive and Preventive maintenance
- Remote Services

# Let's get started

Choose the options that optimize your agreement.

x - Included   o - Optional   Shaded = Basic Agreement	Rapid Response	Lifecycle Management	Performance Improvement
<b>Contract Manager</b>	x	x	x
<b>ABB Service Desk</b>	x	x	x
<b>Lifecycle Status</b>	x	x	x
<b>Technical Support</b>	x	x	x
<b>Corrective Maintenance</b>	x	x	x
<b>On-site Repair</b>	x	x	x
<b>Workshop Repairs</b>	x	x	x
<b>Spare Parts Management</b>	o	x	x
<b>Preventive Maintenance</b>		x	x
<b>Inspections and Diagnostics</b>		x	x
<b>Lifecycle Assessment</b>		x	x
<b>Condition Monitoring</b>			x
<b>Predictive Maintenance</b>			x
<b>Asset Health</b>			o
<b>Training</b>	o	o	o
<b>Remote Assistance</b>	o	o	o
<b>Replacement</b>	o	o	o
<b>Dynamic QR codes</b>	o	o	o
<b>MyABB</b>		o	o
<b>Engineering and Consulting</b>		o	o
<b>Resident Engineers</b>		o	o
<b>Evergreen Warranty</b>		o	o
<b>Local Services</b>	o	o	o



# Notes





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To find your local ABB contact visit:  
**[abb.com/service](http://abb.com/service)**

For more product information visit:  
**[www.abb.com/measurement](http://www.abb.com/measurement)**