

DRIVE SERVICES

# Failure Analysis

## Request for non-warranty drives only

CONTACT INFORMATION

Company Name	
Contact Name	
Address	
Phone	
Email	

ABB will provide a failure analysis of ASC880, ACS580, ACS800, ACS550 and ACS2000 drive products upon request.

### Service request type:

Please, select one

- Failure Analysis only + scrap at factory after analysis is complete
- Failure Analysis only + return to sender unrepaired immediately after analysis is completed
- Failure Analysis + **repair after separate agreement** (if not repairable, replacement) and return to customer

## DRIVE INFORMATION

<b>Drive type</b>	
<b>Serial Number</b>	
Application	
Commissioning date	
Load conditions (typical load cycle)	
Environment (location, enclosures, temperature, humidity, dust, corrosion)	
Supply network (other loads on the same transformer, grounding)	
Recent history of any actions performed on drive system (repairs, exchange of components, maintenance work).	
If components were replaced, the date, component position and serial number is needed for every component	
Status of the drive at time of failure, if known? (power up, accelerating, running under load, decelerating, idle, etc.)	
Any unusual conditions just prior to, or at the time of failure? (abnormal line conditions, environment, or load)	
Fault logger, blackbox data, etc.	
Motor data	
Attachments	

**If request is rejected, reason for refection will be stated, if request is approved, customer will be issued a Return Material Authorization (RMA) after receipt of purchase order, any material received without an RMA will be returned freight collect.**

Analysis will be performed by ABB quality / repair engineers within 2-4 weeks of arrival.

ABB will perform analysis on the complete drive and provide a written report on most probable cause of failure when appropriate.

**Sign:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Completed request form must be emailed to:** \_\_\_\_\_

**Equipment with severe electrical or fire damage will not be analyzed; equipment that does not coincide with the original analysis request form will also not be analyzed.**

All customers will have the option of requesting analysis only or repair and return after analysis is complete. An analysis request cannot and will not be expedited. Analysis and repair prices will be quoted upon request.

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**For more information, please contact:**

<b>Service:</b>	Someone else:	ABB Ltd
<b>Phone:</b>	Phone:	Affolternstrasse 44
<b>Email:</b>	Email:	8050 Zürich
		Switzerland