



# Production Support and Service Agreements

## Field Services

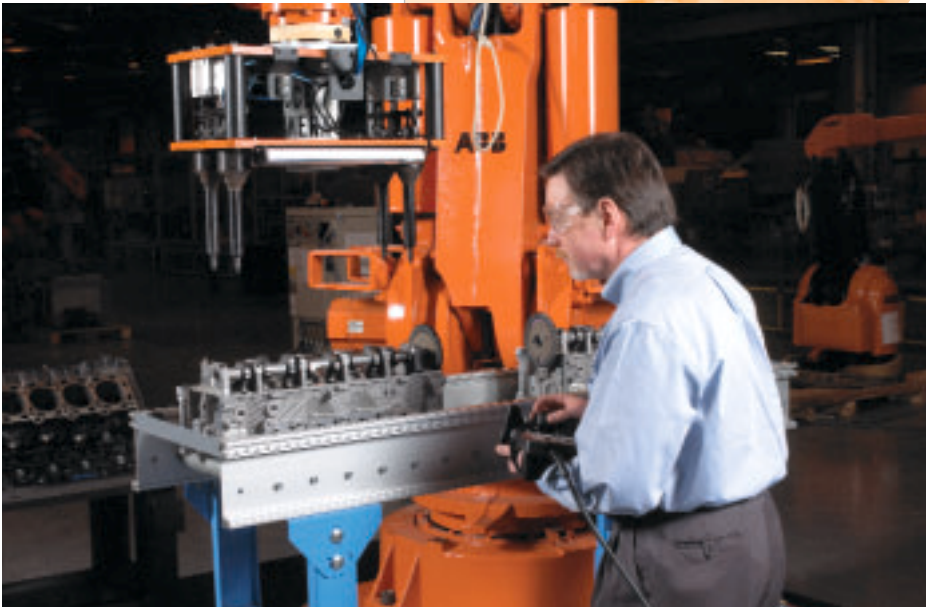
A key requirement to keeping a high level of production uptime is the ability to perform proper preventive and predictive maintenance while responding quickly to breakdowns when they occur.

- Increase Uptime
- Increase Productivity
- Contribute to overall lower cost of repair

### Services Offered

ABB offers many different services for the purpose of production support and has an extensive offering of service agreements to meet the unique requirements of your plant or facility.

- **Inspection Services** – ABB can perform a thorough inspection of any piece of equipment and provide detailed Inspection reports that provide a full component failure risk analysis. Recommendations will be made for the best maintenance and repair approach.
- **Support Services** – ABB offers the most extensive service support team in



the industry with robotics service engineers located around the world. ABB can provide all services needed for the successful repair and start up of equipment. Services provided included:

- PM services & supervision
  - Expert troubleshooting
  - Programming and software support
  - Repair services
  - Installation supervision
  - Integration services
- **Technical Support** – The most experienced technical support staff in the industry is available 24 hours a day, seven days a week, 365 days per year. ABB spare parts may also be ordered anytime by calling the 24-Hour Customer Service Hotline.

### Service Agreements

An ABB service agreement offers coverage that protects your automation equipment investment. ABB understands demanding production schedules and that your robot equipment operates under harsh conditions making wear and tear an everyday occurrence. As your robot ages and acquires many working hours, the likelihood of it requiring service rises.

Let ABB provide you with the confidence and assurance that your equipment is protected by offering solutions specifically designed and customized to deliver increased uptime, faster Mean-Time-To-Repair (MTTR), quicker error recovery and generally more reliable equipment.



Protect your greatest investment from expensive repairs and costly downtime with an ABB service agreement. In addition to the level of protection you choose, all service agreements include:

- **24hr/365days Customer Support Line**
- **Priority scheduling status**
- **\$500.00 non-scheduled service call-out fee waived**
- **Discounts towards additional services performed**
- **Flexible scheduling, all shifts, Monday-Friday**
- **Discount towards next annual agreement renewal**
- **One or multi-year agreements available**

### Standard Service Agreement

All PM services are performed by an ABB service engineer and include a general cleaning and inspection of equipment plus changing all necessary oils, lubricants, bulbs, and filters that are required on the robot and controller. Inspection also includes testing of batteries to determine if replacement is needed. If required, battery costs are at an additional charge. Travel and expenses are additional and billed at actual +10%. A comprehensive, written inspection report is provided after each visit detailing the condition of the equipment.

The report also includes inspections on critical areas of the robot and recommendations that can potentially optimized performance and aid in prolonging the life of our equipment.

### Warranty Service Agreement

Includes full parts and labor warranty so that should an unexpected failure occur you have the confidence and assurance that your equipment is protected.



This comprehensive protection coverage includes parts, service labor, and standard shipping charges for failures caused by defects in material or workmanship.

### Premium Service Agreement

With the ABB Premium Service Agreement, you get pre-planned preventive maintenance to optimize your equipment performance TOGETHER with full parts and labor warranty. This comprehensive protection coverage includes a general cleaning and inspection annually of equipment plus changing all required consumables on the robot and controller. Inspection also includes testing of the batteries to determine if replacement is needed. If required, battery costs are at an additional charge. The parts and labor warranty protection includes parts, service labor and standard shipping charges for failures caused by defects in material or workmanship.

### Integrated Service Agreement

The Integrated Service Agreement is customized to suit each customer's particular needs. Examples of service that could be included are: Productivity and performance improvement analysis, Consignment inventory, parts management or audits, Skills assessment, Production operator or maintenance training, Extended parts and/or labor warranties, Preventive maintenance management-planning and/or execution, Production standby or start-up support, Robot programming or re-programming services, Long-term or life-cycle budgeting, Equipment upgrade, Rebuilds or retrofits, Technology solutions for remote diagnostics-condition monitoring etc., Process optimization and system upgrade services.



### Why ABB?

In addition to having the largest number of installed robots in the world and the most advanced technology in its industry, ABB provides the most complete portfolio of services and bring the following advantages:

- **Expertise** – ABB has broad expertise in all automation systems processes including press automation, body in white, power train assembly, paint process automation, welding, material handling, material removal and packaging systems.
- **Technology** – Only ABB can provide the latest innovations in remote diagnostics and productivity software to find problems before they occur.
- **Spare Parts and Logistics** – ABB maintains a world-class spare parts and logistics operation to make certain you receive the parts when you need them.
- **Project Management** – ABB has a culture of project management excellence and offers the infrastructure and support to execute both large and small-scale projects.