
ABB life cycle services

Uninterruptible power supplies



Life cycle services for uninterruptible power supplies

As your service partner, ABB guarantees you comprehensive support for our UPS products over the entirety of their lives.

ABB's comprehensive UPS service portfolio

A secure energy supply is a foundation for success and continuity for many enterprises – be they industrial plants, offices, healthcare facilities, utilities or data centers. A power outage in some of these enterprises – such as a semiconductor plant or financial IT system – can be very expensive business indeed, with costs sometimes running into the tens of millions of dollars.

Power network faults can occur in many ways. In addition to complete blackouts, the voltage can temporarily drop or increase. Also, there may be electrical noise, fluctuations in the mains frequency or harmonics in the voltage.

This is why serious businesses install an uninterruptible power supply (UPS). A UPS can filter out upstream power disturbances as well as bridge any power dropouts to ensure a constant supply of clean, reliable power for all critical systems.

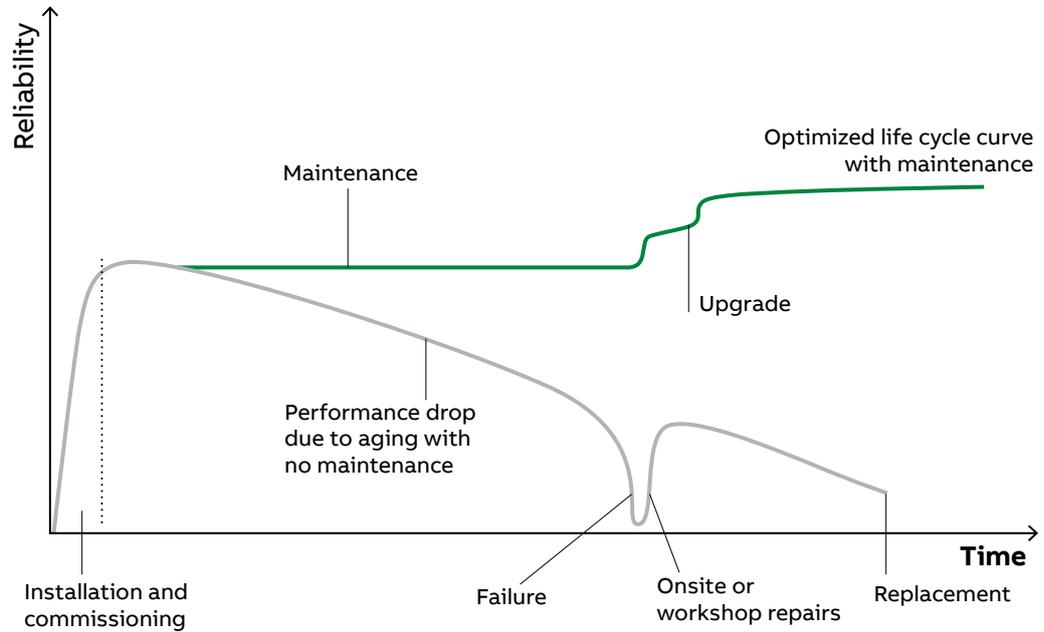
ABB provides a full range of single-phase and three-phase UPS, and ancillary products, to meet all the performance requirements of our industrial, commercial and data center customers. Our products are based on a robust design philosophy that guarantees excellent performance. Innovation, quality, ease of use and environmental compatibility are the main features of our UPS solutions.

But the UPS can only do its job properly when it is accompanied by a professional service approach: To ensure the highest availability and the faultless function of your power infrastructure, it is essential to perform regular and professional maintenance on the UPS and its ancillary systems.

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ABB life cycle services



Our UPS service portfolio has two clear goals: To increase your return on investment and to allow you to operate your facilities with maximum efficiency and availability throughout their life cycle.

Four-phase life cycle model

Life cycle management of an ABB UPS system is based on a model with four phases: Active, Classic, Limited and Obsolete. This model presents customers with a transparent procedure that enables them to plan their investments in UPS technology.

In every phase, the customer can clearly see what life cycle services are offered and decide to retrofit or replace the equipment. The availability of individual services depends on the life cycle phase of each UPS.

	Active	Classic	Limited	Obsolete
Product and spare parts	Product and spare parts are available.	Although the product has been replaced by a new active product, it may be available as a spare part or for extension purposes. Product life cycle enhancements are supported through upgrade and retrofit solutions. Spare parts are available.	Product is no longer available.	Product is no longer available.
Service	Full range of life cycle services and support is available.	Full range of life cycle services and support is available.	Limited range of life cycle services and support is available.	Migration support is available.

ABB life cycle services



A truly global service organization. ABB is at your service worldwide. UPS service experts support customers around the world from more than 100 locations.

 Our service network

Technical support on three levels

ABB's service footprint for the UPS product line is global and is provided by ABB itself or by qualified members of ABB's partner network. All ABB and partner service engineers go through intense product-specific training before they are allowed to carry out service work at a customer site. If an issue arises, the end customer contacts their local ABB representative or the nominated ABB partner for assistance. The resulting technical support from ABB is structured on three levels:

Level 1: Local ABB service or authorized technical partner

A local field service engineer will help the cus-

tommer to solve the issue, either by phone or by going to the site.

Level 2: 24×365 Supportline (Quartino, Switzerland)

If the field service engineer is in need of assistance, he can contact the round-the-clock, 365-days-a-year ABB Supportline in Switzerland. The Supportline expert assists the local field service engineer in solving the issue by phone and electronic ticketing system, as well as local intervention when required. The support team experts are always on duty and will return any call at any time.



Level 3: R&D and technical office (Quartino, Switzerland)

R&D and system engineers are always available to help the support line experts whenever a deeper investigation is needed.

During this whole process, the support line expert will be the only point of contact for the local service engineers. This ensures consistency and that the customer is kept fully informed.

This level of customer care is a key aspect of ABB's service concept and ensures the most rapid resolution of the issue. ABB or partner service personnel will often be on-site in many cases anyway – for regular maintenance management, on-

site commissioning and start-up, product care and so on. They are also available to provide training, and to deliver technical information and documentation.

Safety and integrity

This value pair is the bedrock of our organization. We do not accept business if it means putting people at risk or engaging in unethical practices. At ABB, we take care of ourselves and we look out for our colleagues.

Safety is part of our culture and we are committed to continuously improve our standards.

Service portfolio for ABB UPSs

ABB's UPS service portfolio is designed to maximize your return of investment and to keep the equipment operating at the highest efficiency and availability throughout its entire lifetime.

As your service partner, we ensure that support is provided to your ABB UPS portfolio throughout its entire life cycle. We are committed to the reliability of your operations, which is why we make every possible effort to guarantee your power availability – no matter what happens on the power supply side.

We work closely with our research and development organization to develop the most advanced service technologies for our product portfolio and ensure a proactive product life cycle management.

At ABB, we recognize that designing and manufacturing innovative and high-quality UPS is only half the story. To give you the peace of mind and return on investment that your UPS purchase deserves, your equipment must be correctly specified, installed, commissioned and maintained.

This is why ABB invests heavily in its pre- and post-sales support infrastructure and why we offer a comprehensive range of services to our customers for the entire working life of their UPS.

Our services include:

- Installation and commissioning
- Maintenance
- Repairs
- Spares and consumables
- Extensions, upgrades and retrofits
- Replacement
- Training
- Service agreements
- Advanced services
- Factory acceptance tests

Life cycle assessment – the basis for a long-term maintenance and improvement plan.



Service portfolio for ABB UPSs



Installation and commissioning

Installation

ABB installation services are available to meet critical business needs anywhere in the world, regardless of project size or complexity. Our engineers can draw on extensive practical experience gained in many installation and commissioning assignments.

Commissioning

Services include full installation, testing, onsite configuration, startup process and commissioning. Flawless installation quality, execution, cost management and safety make ABB an ideal partner today and throughout the entire life cycle of your ABB equipment.

Maintenance

The primary goal in maintenance is to prevent failures and eliminate potential damage as quickly and as safely as possible – at the lowest feasible cost. A life cycle assessment carried out

by ABB or an ABB channel partner provides the foundation for developing a long-term maintenance and improvement plan. The purpose of the assessment is to define measures to be taken for lowering operational costs, improving productivity, reducing environmental impact and enhancing safety. An effective improvement plan not only helps customers budget maintenance costs but also helps them organize future upgrades, retrofits and replacements.

Our offering

- Inspection and diagnostics
- Refurbishment/reconditioning services
- UPS service assessment
- Preventive maintenance
- Remote monitoring

Regular maintenance decreases the risk of equipment failures and unscheduled repairs.

Service portfolio for ABB UPSs

ABB and its channel partners offer professional installation and startup services for ABB's UPS and power conditioning products.

Repairs

On-site technical assistance together with advanced product and application support via telephone or e-mail offer fast failure analysis and rectification. Our service teams are on call 24/7 to provide the support you need.

Our offering

- Corrective maintenance
- Workshop repairs
- On-site repairs
- Technical support

ABB's worldwide services help to reduce downtime. Our specialist teams are ready to provide a full range of technical support in case of emergency.

Spares and consumables

Good parts availability and the most efficient delivery mechanism are key to the success of ABB's spare parts services. For the customer, parts availability contributes to a smaller inventory and lower long-term ownership cost. ABB can help plan spare part stocking throughout the life cycle of the equipment.

Because all our spare parts are verified, our customers can be assured that they meet all safety and reliability standards and that all warranties are valid. Depending on the life cycle model of our products, our support covers not only spare parts but also services related to repairs and replacements.

Our prespecified, easy-to-order preventive maintenance kits consist of genuine ABB spare parts that cover needs for a five-year period.

Timely access to spare parts is essential for maintenance and power availability.



Service portfolio for ABB UPSs

ABB offers extensions, upgrades and retrofits to extend the lifetime of its UPS products.



Extensions, upgrades and retrofits

Upgrades for ABB UPSs are designed to improve the performance and extend both the functionality and the lifetime of the equipment. Upgrade services comprise both hardware and software updates.

Replacement

Whenever there is a need to replace a UPS system – from ABB or any other manufacturer – ABB offers its customers one of the world's widest UPS portfolios.

ABB helps to select an optimal replacement with features appropriate to the application.

Please contact your local ABB representative for more information.

Quick and efficient replacement services minimize production downtime.

Training

ABB offers standard or customized classroom courses in one of its certified training centers or on-site by experienced trainers.

Participants learn the skills required to install, start up, maintain and operate the UPS from expert trainers. Every service engineer is required to attend technical training at least every two years and to be up-to-date on ABB's equipment and safety procedures.

Your investment pays off with well-trained and highly motivated employees who will reduce your costs and increase operational efficiency. So, enhance the benefits of your UPS system and reduce production costs with professionally trained service engineers.

Trained and qualified personnel facilitate safe, correct and reliable operation, and reduced downtime. Apply for customized ABB product training either on-site or at ABB training centers.

Service portfolio for ABB UPSs

Modular service agreements govern cooperation between the customer and ABB, and include agreed processes with optimized and predictable costs.

Service agreements

Depending on the needs of the customer, individual services can be bundled into one contract. Spare parts agreements and agreements on preventive or corrective maintenance are examples of such a contract. We can assist you with a solution that gives you peace of mind, meets your needs and ensures cost efficiency in all your operations.

Benefits of our service agreements include improved cost control, enhanced operational efficiency, lower capital expenditure, reduced downtime and extended equipment lifetime.

Advanced services

Implementing the right action at the right time can be a challenge. ABB can support asset managers in defining a proactive maintenance strategy that can lead to significant savings. We take care of the actual condition of the equipment, optimize its performance and define new features to fulfill today's and future requirements while complying with safety and new standards.

Factory acceptance tests (FATs)

Factory acceptance tests are also a key part of the ABB service portfolio – standard FATs, special FATs on customer request, FAT management and reports, and associated logistics coordination are all part of this activity.

ABB is fully committed to providing top-quality service to ensure that the customer enjoys the very best performance from their ABB products and can use them with full integrity and safety.

Whether it is asset condition optimization, remote equipment monitoring or new features to fulfill today's and future requirements, ABB's advanced services provide a customized approach to address your specific needs.



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