Enhancing fleet performance by working in partnership
You talk. We listen.
When you talk...

“...we listen

The major problem we encountered when we arrived at the Kribi Power Station about a year and a half ago was the high frequency of engine failures. The urgency for my staff and I was therefore to analyze the system to identify the necessary levers to eliminate all the factors which could result in downtime and, by association, lost production and penalties.”

Kribi Power Station, Cameroon

“As a ferry operator, maximum uptime is crucial if we are to provide reliable services and maintain a good reputation with our customers. In addition, compensation costs due to service failures can be staggering and we need to avoid these.”

Hellenic Seaways, Greece

“With some 150 ABB turbochargers across our entire fleet, we want to avoid ad hoc or unplanned service and maintenance which would result in unpredictable costs and unpleasant surprises.

Moreover, we want a simple and straightforward process of managing the turbochargers across our fleet. We are also working towards a fleet-wide, zero breakdown goal and need a partner that can help us achieve this.”

Stolt Tankers, Rotterdam

“...we listen

Every application is different. Every engine has its own bespoke operating profile. Every customer is an individual with their very own daily challenges. And because of this, every turbocharger needs to be looked after in its own, special way. Only then can its operating performance remain in tip top condition.

Customized service for long-term asset value We listen to your desire to lower operational costs. We hear how important it is to maximize the time between overhauls and in so doing, lowering downtime. Only by actively listening to your daily challenges and understanding your exposure to risk, can we devise the perfect servicing regime for your turbocharger.

More importantly, we continually listen. This allows us to adapt the turbocharger’s servicing needs so that you continue to get the best fuel savings, longest time between overhaul (TBO), highest uptime and most efficient cost control.

By listening to our customers, we have learned a lot. We understand what’s driving your business.

As such, we have learned the importance of a well-structured and personalized service agreement that delivers the performance levels your turbochargers, engines and applications deserve.

Our word is our bond An agreement like this can only be reached with total collaboration between us. A collaboration that is built on trust and one which fosters loyalty.

With an ABB service agreement, our word is our bond and we will fulfil the many promises that we make to you. We will track your turbocharger performance; we will predict any potential issues; and we will suggest remedies that keep your applications running efficiently. All while ensuring that costs are kept under control.

After all a turbocharger serviced to its original performance specification, by the company that invented turbochargers, gives unrivalled confidence that you are maximizing the value of one of your most important assets.

COSCO Shipping, China

As one of the world’s leading marine operators, we have a large fleet. We therefore need an efficient and cost-effective way of managing service and spares for the 300-plus turbochargers used across our container vessels.

“We also need to reduce downtime as much as possible by anticipating potential problems.”

COSCO Shipping, China

TURBOCHARGERS: MAINTENANCE, REPAIR AND OVERHAUL
We oversee your entire maintenance...

We want to support your turbocharger for a reason: to make sure it contributes to your profit through fuel savings, uptime and reliability. Here’s some of the services we’ve developed following user feedback.

Maintenance planning
- ABB takes over responsibility for maintenance management, planning and budgets, letting the user focus on other priorities.
- Planning considers actual operation hours and equipment scheduling needs, such as operating profiles, overhauls and peak periods, thereby minimizing downtime.

Original spare parts
- Dealing with spare parts and equipment upgrades or replacements is a full-time job. ABB knows your business intimately and can recommend the most cost-efficient way forward.

Predictable budget
- A service partnership agreement offers total peace of mind by avoiding any financial surprises.
- Budget control is a key benefit that is achieved based on our planning and taking over the overall service operations.

Maximum efficiency and productivity
- We ensure your equipment functions according to its original efficiency and reliability specification, translating into lower fuel consumption and higher uptime.

Keeping you informed
- If a customer wants to retain servicing themselves, yet have access to ABB’s experts as and when needed, that can be arranged. ABB will inform the user of an approaching service event and prepare a quotation.

Priority and proactive scheduling
- An agreement gives the user preferential treatment, providing a guaranteed timescale for repair and a discount on spare parts and labor.

Industry 4.0 and Big Data
- Predictive maintenance using real data from turbochargers in service to determine future maintenance schedules.

Tailored to specific engine needs
- Knowing the short, medium and long term demands of your application helps ABB tailor a turbocharger servicing schedule specific to the needs of every turbocharger.

Eliminate your risk
- Transferring your turbocharger servicing to ABB is one less worry to distract the daily running of your business. An agreement prevents ad-hoc servicing which leads to unpredictable budgeting and even unpleasant surprises.

Service engineers that know your business
- Knowing what drives your business, our engineers can anticipate any maintenance requirements, long before they become costly nightmares.

Total cost of ownership
- Knowing your power plants operating requirements ensures that issues are resolved quickly thereby increasing availability, while reducing operating costs.

...so you can focus on what matters

A growing number of power plant operators from around the globe have agreed to let us look after their turbochargers. Having the global reach of ABB means we are never far from your applications, thereby maximizing availability and uptime, saving time and costs.
Rapid response, 24 hours, 365 days

100+ years’ experience in inventing, commissioning and servicing turbocharger

35,000 ABB turbochargers managed under customized service agreements.

1,200 qualified specialists working to identical standards, speaking your language and in your time zone, working with your currency and the local legal system

98% spare parts availability

Spares available within 48 hours at every airport

100+ service stations in 50+ countries

Strength in numbers
A partnership with benefits

“...It goes without saying that we had already thought of ABB as a solution provider. Indeed, before Kribi I had managed other thermal power plants, notably the Limbe Thermal Power Plant (82MW) and the Yassa Thermal Power plant (85MW), where I had strong support from the Turbocharging team of ABB. But the LifecycleCare support concept is special. It was tailored and adapted to our specific challenges and needs.”
Kribi Power Station, Cameroon

“...We have already had experience of a similar maintenance contract with our ship, Highspeed VI, where we saw the advantages, such as a stable budget, no surprises throughout the year and immediate reaction from the local ABB team when needed. But what makes the new agreement we recently signed with ABB more attractive is the guarantee that within 20 hours the turbochargers will be back in operation, when unexpected incidents happen.”
Hellenic Seaways, Greece

“...The contract ensures that any potential turbocharger problems are not allowed to mature, thereby minimizing overall vessel downtime. The agreement gives COSCO reassurance that ABB’s knowledge of its turbocharger products will help improve planning and management of the overall servicing needs.”
COSCO Shipping, China

“...Our goal is to actively support the operations of our customers and help them improve efficiency and productivity. We take over the responsibility for maintenance management, plans and budgets so our customers can focus on their core business, while we deploy our expertise to look after their turbocharger installations.”
ABB Turbocharging
Let’s talk...

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