ABB Ability™ Remote Assistance for drives
The fastest way to recover production

Should a fault be detected within a drive, an ABB specialist provides rapid support by using the drive’s data, which is stored remotely.

ABB is here to help
Available 24/7 depending on your service contract. You can combine Remote Assistance with Condition Monitoring. Our experts are always on hand to consult with you.

Fast fault identification
You receive an immediate email alert if a drive fails.

Fast response
Drive performance data stored remotely. An ABB specialist guides you on the phone so you can get your process up and running again quickly.

Shorter downtime
Rapid identification and resolution of failure leads to reduced downtime.

Check the service availability for your drive types with your local ABB representative.

Need help?
Contact ABB or third party channel company.
http://new.abb.com/drives/services/
www.abb.com/searchchannels
ABB DRIVE SERVICES

ABB Ability™ Remote Assistance for drives

Service delivery

On-site drive mapping and service scope planning
You and local ABB experts will go through the installed base on-site, and decide what drives to include in the Remote Assistance service. The scope of your service will be customized to meet your precise needs.

Remote connection installation and activation
An ABB service engineer installs and activates the remote connection. You will be informed about the installation and activation date - so easy!

Drive failure

Immediate alert
Based on the service level you choose, you can get automatic alerts about drive failure.

Call your local ABB

ABB specialist provides remote guidance
An ABB engineer, located remotely from the customer site, is able to access the drive’s operating parameters. The ABB engineer can then talk to you, recommending how to fix any faults, and how to get the drive up and running again.

Optional on-site service
If the fault cannot be fixed remotely, a local ABB engineer can be dispatched to help remedy the fault on-site.

Drive is running

Reporting
A detailed service report with a fault description and remote troubleshooting actions is provided.

For more information, please contact your local ABB representative or visit:

abb.com/drives
abb.com/searchchannels

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