

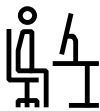
ABB DRIVE SERVICES

# 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 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.



### Fast fault identification

You receive an immediate email alert if a drive fails.



### 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](http://www.abb.com/searchchannels)



# 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](http://abb.com/drives)  
[abb.com/searchchannels](http://abb.com/searchchannels)

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