

ABB Robot Service Agreements

Securing your productivity
Anytime, anywhere



Based on extensive experience and a true understanding of customer needs, ABB has developed a modular portfolio of standardized service agreements tailored to fit exactly your unique needs. These services provide peace of mind, increased availability, and better performance for your installation. The options cover all the needs from preventive maintenance up to flat fee options for spare parts, labor and more. We take care of your robots, so you can take care of your business.

A service agreement from ABB ensures that unplanned stops are reduced to a minimum, and if they occur, ABB can deliver a fast response tailored to your needs, further supported via Connected Services. The variety of the standardized service portfolio allows to choose exactly the service needed.

Technical support

Our technical support specialists will be available during the opening hours that suit your needs and support you remotely to make sure your equipment is up and running with minimum delay.

You can get support, either via phone, by mail, or, if the option is selected, via remote video assistance. You can also choose to connect your robots thanks to Connected Services. Once connected, you can get optional Proactive Condition Monitoring with our technical experts reaching out to you in case of unusual behaviours of your equipment.

Onsite support

ABB tailors and prioritizes the response time on site according to your needs and can additionally provide prepaid labour hour packages to simplify your processes or even have resident engineers at your site for agreed timeframes and duration.

Connected Services

For up to 25% fewer incidents and 60% faster response time and issue recovery. A suite of five digital services for your connected robot systems providing advanced analytics for improved uptime and performance, while lowering lifetime costs.

Maintenance

Maintenance from ABB provides extended robot equipment lifetime, less service calls and reduced downtime. We offer the classic full Preventive Maintenance that offers functional checking, necessary adjustments and lubrication but can also keep it light with an Inspection or enhance the maintenance by analyzing your robots data and providing Condition Based Maintenance reports.

Total cost of ownership control

ABB's flat fee services can help you get absolute control over your service costs by offering a flat fee for Spare Parts or Labor. Also travel cost can be secured with a fixed travel fee per intervention. The cost of one single incident call is usually greater than the cost of a Service Agreement.

Training

The pre-paid training package gives you full flexibility to keep your staff up-to-date. Choose the amount of total training days you would like to include in your package and consider how many people you would like to educate. Select from a pre-defined list of trainings in one of ABBs training facilities or go for a toolbox training specifically tailored and pre agreed on your site. Or get a premium license of the offline programming software RobotStudio® as a playground to test and try different scenarios.

Robot Package portfolio

Technical support

- 1 Technical Support (Hourly/daily availability)
- 2 Remote Video Assistance

Onsite support

- 3 Response time (4-48 hours)
- 4 Prepaid labour packages (10-100 hours)
- 5 Resident engineer (hours, days, weeks...)

Connected Services

- 6 Condition monitoring & diagnostics
- 7 Backup Management
- 8 Fleet Assessment
- 9 Asset optimization
- 10 Remote Access

Maintenance

- 11 Preventive maintenance
- 12 Inspection
- 13 Condition-based maintenance (L1, L2)

Total cost of ownership control

- 14 Spare part flat fee
- 15 Labour flat fee
- 16 Fixed travel fee

Training

- 17 Pre-paid training packages
- 18 RobotStudio® Premium

Example of Personalized Agreement

- 1 Tech support (24/7)
- 3 Response time (4-48 hours)
- 11 Preventive maintenance
- 17 Pre-paid training packages