



INDUSTRIAL AUTOMATION

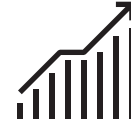
ABB Mining Care

Service agreements built with care



ABB Mining Care

The global standardized service agreement framework that helps our customers



Cut complexity

Less time wasted. Fewer hassles. Simplified service interaction.
Services performed safely and efficiently with one point of contact from the start through the duration of the contract.

Control cost

More predictability. Fewer surprises. Consistent service delivery.
Structured approach with fixed annual pricing, so customers have a consistent experience every time.

Maximize capital

ABB equipment. Your equipment. Customized service alignment.
Issues detected early enough to take action, and improvements implemented that avoid problems and sustain gains.

1. We start with your assets so we're on the same page

Drawing from our installation database, ensuring revision levels and performing a health check if desired

Control Systems	Conveyor Systems	Drives and Motors
Gearless Mill Drive Systems	High-Pressure Grinding Rolls Drive System	Electrical Substations
Mine Hoists	Ring-Geared Mill Drive System	Robots

2. We work with you to understand your needs

If you need	Timely local and remote support?	Added asset and process support?	Improved and updated skills?	New features and functions?	Parts and repair availability?
	High asset utilization?	Lower production costs?	Longer asset lifecycle?	Higher production?	High asset and process reliability?
Then you should consider	Rapid response services.	Inspection and diagnostics.	Training or Resident Engineer.	Life cycle assessment.	Parts Fingerprint and Repair services.
	Performance Improvement services.	Collaborative Operations.	Lifecycle Management services.	Operational excellence services.	Predictive Maintenance Services.

3. Together, we determine the care package that meets your needs

Starting with a LifeCycle Assessment, if desired

1. Rapid Response



Copper mine in Brazil

Needed guaranteed response time for corrective maintenance, access to technical support and recommended spare parts.



We meet that need with **RAPID RESPONSE**

Guaranteed fast and flexible service response to maximize equipment availability.

Customer Benefit: Higher availability

Equipment covered: ABB 800xA Control System and ABB Production Management software

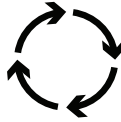
Services include: 4 hours Mobilization, 24/7 Technical Support and Recommended Spares

2. Lifecycle Management



Copper mine in Chile

Needed a reliable partner for long-term service activities to improve and optimize asset life cycles.



We meet that need with **LIFECYCLE MANAGEMENT**

Provides powerful tools and our knowledge base to optimize and extend equipment life.

Customer Benefit: Better asset performance

Equipment covered: 1 SAG Mill Gearless Mill Drive System and 2 Ball Mill Gearless Mill Drive Systems

Services include: 24/7 Technical Support, Preventive Maintenance, Remote Troubleshooting and Spare Parts Kit

3. Performance Improvement



Zinc and copper mine in Sweden

Needed higher cyber security, improved control performance and remote equipment monitoring.



We meet that need with **PERFORMANCE IMPROVEMENT**

Increased productivity through usability and efficiency optimization of equipment and processes.

Customer Benefit: More quality production

Equipment covered: ABB 800xA Control System, ABB Drives, ABB Electrical Products, ABB Mine Hoists and ABB Motors

Services include: ABB Ability™ Performance Optimization for control systems- 800xA and Security Updates for ABB Distributed Control Systems

4. Operational Excellence



Mining and mineral processor in Sweden

Needed a higher level of automation to improve efficiency and integrate all critical functions, such as crushers, conveyor belts, skip loading, concentrator and pumping stations.



We meet that need with **OPERATIONAL EXCELLENCE**

Collaboratively manages your assets, operations, and risk to deliver strategic business results.

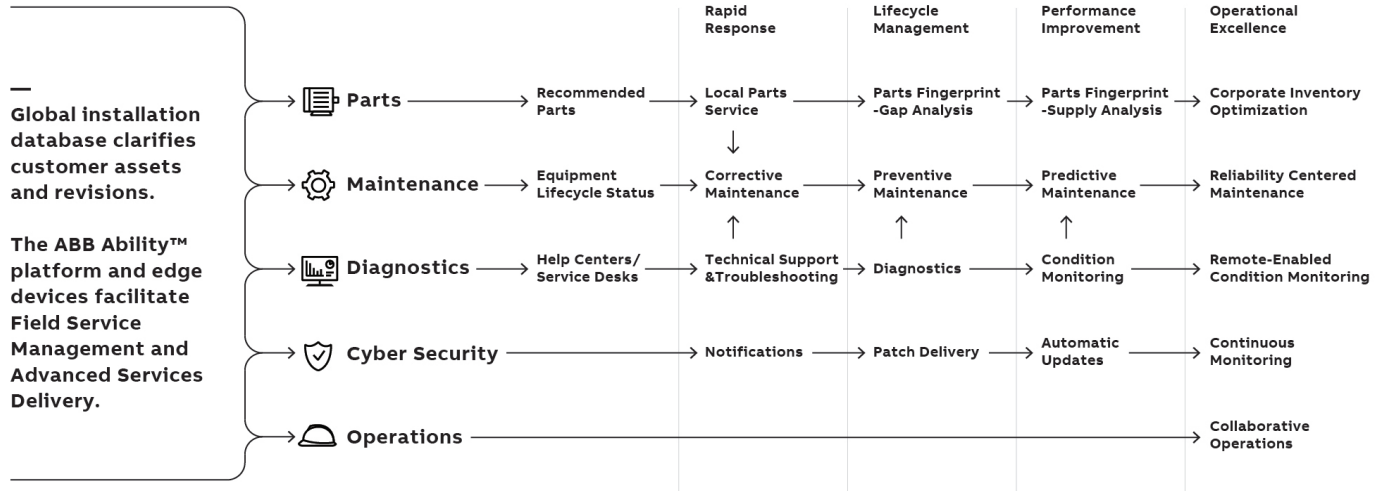
Customer Benefit: Improved operations

Equipment covered: ABB Distributed Control Systems, ABB Drives, ABB High-voltage Transformers and ABB Mine Hoists

Services include: ABB Ability™ Performance Optimization for control systems- 800xA ABB SmartVentilation and ABB Ability™ Performance Optimization for hoists

4. We apply expert people, processes and tools to perform services

From engaging with ABB’s Collaborative Operations Centers to using Field Service Maintenance Management software



5. Let's get started

Choose the options that optimize your agreement.

x - Included o - Optional Shaded = standard on every agreement

	Rapid Response	Lifecycle Management	Performance Improvement	Operational Excellence
Contract Management	x	x	x	x
Equipment Lifecycle Status	x	x	x	x
Recommended Parts	x	x	x	x
Contact center	x	x	x	x
Technical Support	x	x	x	x
Remote Troubleshooting	o	o	o	o
Corrective Maintenance	x	x	x	x
Part Ordering	x	x	x	x
Inspections & Diagnostics		x	x	x
Life Cycle Assesments		x	x	x
Preventive Maintenance		x	x	x
Cyber Security		x	x	x
Parts Fingerprint - Gap Analysis		x	x	x
Asset & Process Performance			x On-Site	x Remote-enabled
Asset Optimization			x On-Site	x Remote-enabled
Condition Monitoring			x On-Site	x Remote-enabled
Predictive Maintenance			x On-Site	x Remote-enabled
Alarm Management			x On-Site	x Remote-enabled
Parts Fingerprint - Supply Analysis			x	x
Process and Functional Safety				x
Training	o	o	o	o
Engineering & Consulting	o	o	o	o
Resident Engineer	o	o	o	o
Remote Insights	o	o	o	o

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