



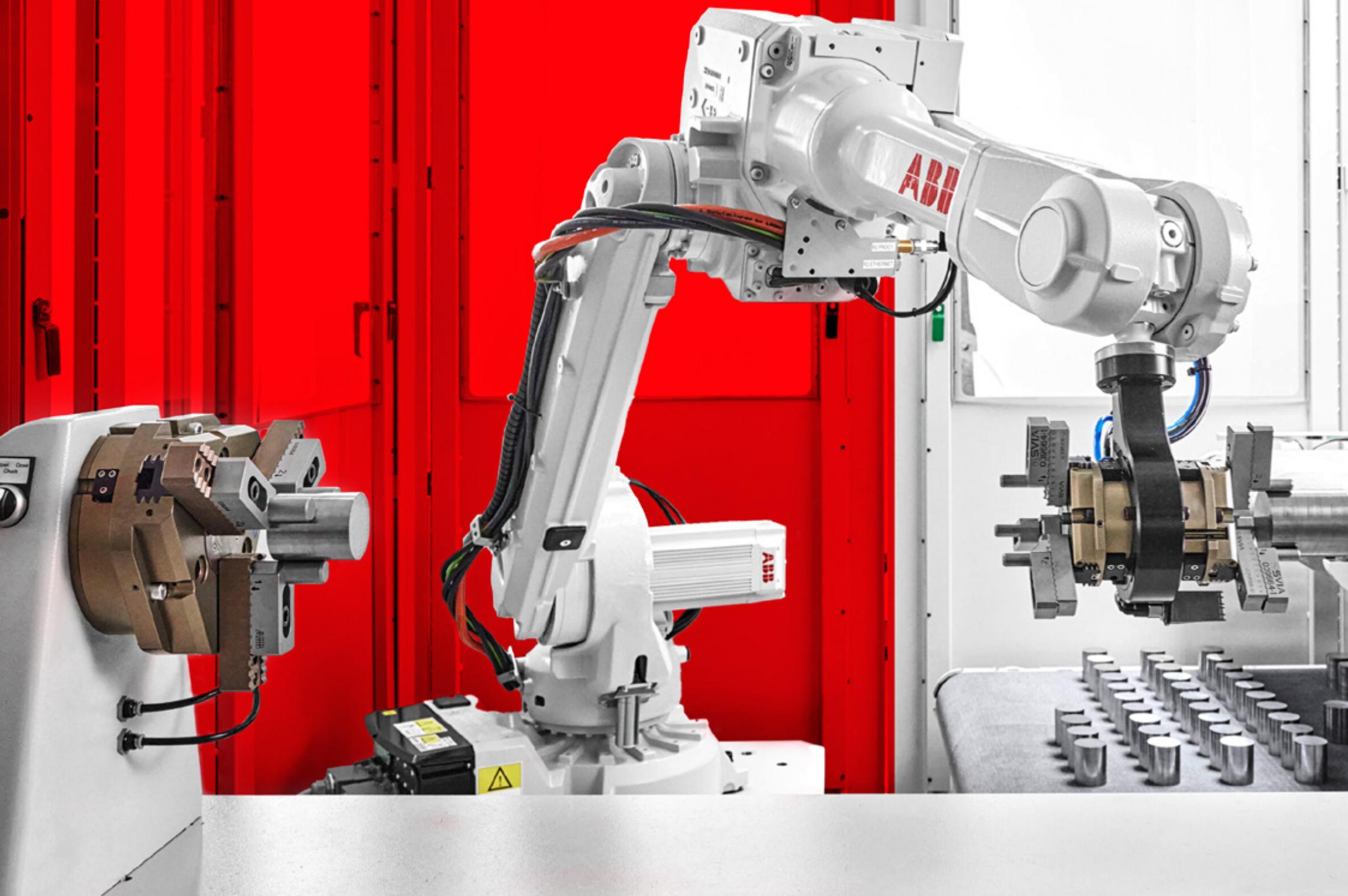
ABB Robotics Service provides world-class service for the entire robot lifecycle.

ABB

ABB Robotics Service Brochure

Technical excellence and innovative service offerings that support your business' success.

ABB ROBOTICS SERVICE LET'S COLLABORATE TODAY



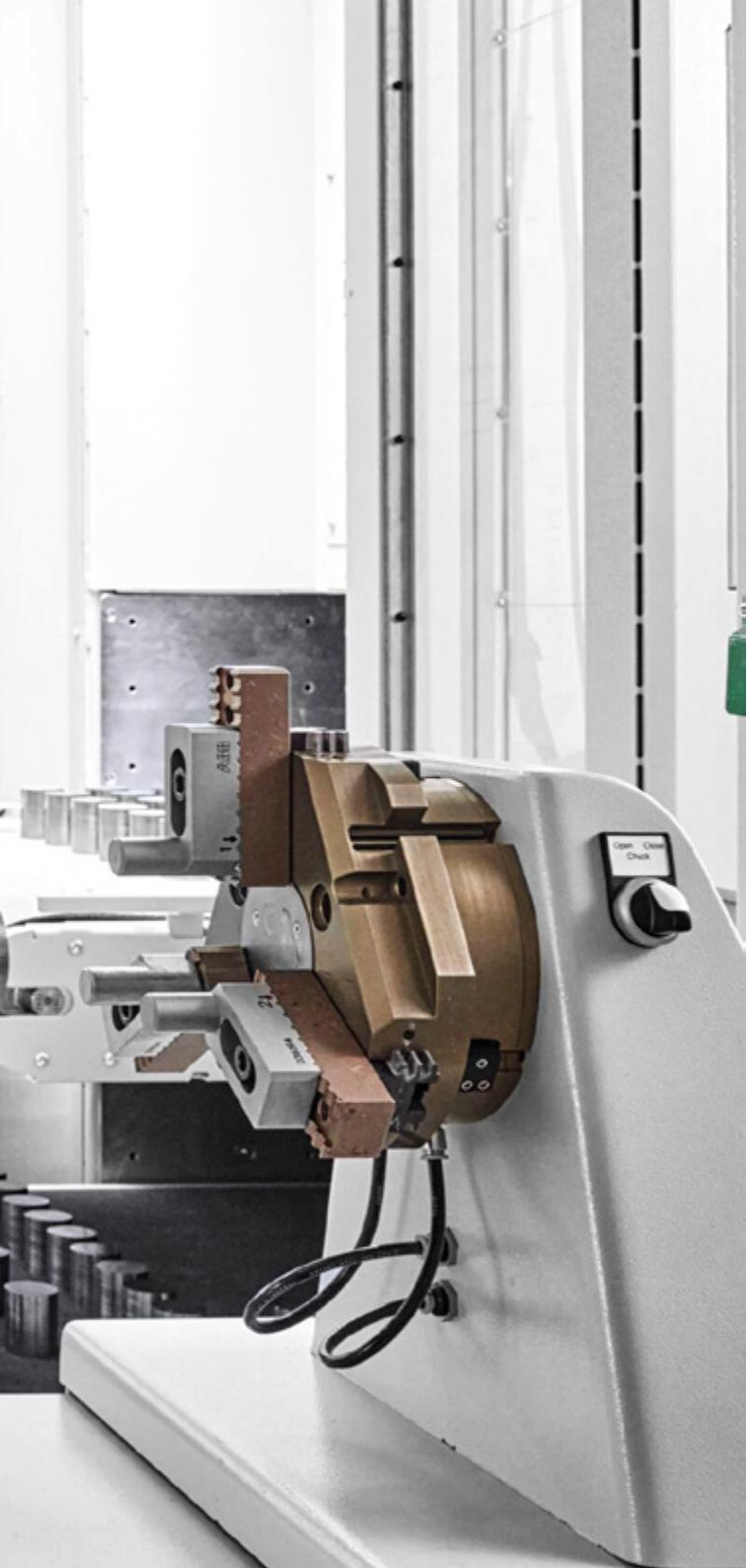


Table of contents

- 04–05** ABB Robotics Service
- 06–07** Key Objectives
- 08** Portfolio Overview
- 09** Installation and Commissioning
- 10** Training
- 11** Preventive Maintenance
- 12** Data Driven Services
- 13** Technical Support and Repair
- 14–15** Spare Parts and Lifetime Support
- 16** Remanufacturing and Upgrades
- 17** Replacement and Buy-Back
- 18** Service Agreements

ABB Robotics Service

We offer tailored services based on your needs to ensure the long service life, reliability, and outstanding performance of your robots. Let's collaborate today to improve your business.

At ABB we have supplied outstanding robots for almost 50 years. We provide world-class, innovative service offerings that start from the moment of installation and last throughout your robot's entire life cycle.

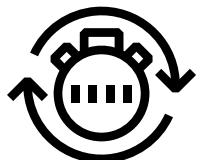
We work with you to craft tailored service plans that perfectly align with your unique requirements, ensuring the performance and productivity of all your robot installations, providing you with complete peace of mind.

Our unwavering commitment lies in maintaining reliability, enhancing performance, maximizing uptime, and extending the lifetime of your robots. Lifetime support means long-term spare part availability, and offerings supporting sustainability and the circular economy.

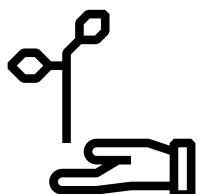
Our global reach that spans over 53 countries, and a team of over 1,600 skilled service specialists across more than 100 locations, who are always ready to provide unmatched service excellence, which keeps your assets in prime condition.

We take care of your robots, so you can take care of your business.

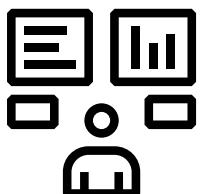




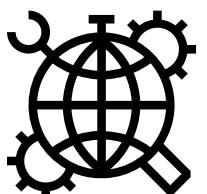
Reliability
& Uptime



Sustainability



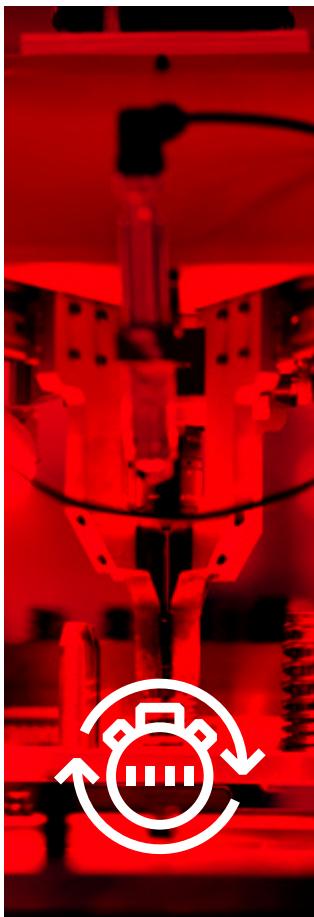
Performance
& Productivity



Lifetime Support

Key Objectives

We deliver what matters most to you. Our portfolio of services aligns to four key objectives.



RELIABILITY AND UPTIME

Maximizing reliability and uptime

ABB Robotics Services optimizes the reliability of your operations and increases the uptime of your equipment, with extensive field experience and fast intervention, when needed.

- Preventive-maintenance combined with data driven services, reduces the likelihood of failures, component deterioration, or downtime by a substantial 44%
- Maximizing uptime through fast execution of planned services, high spare part availability and rapid response times
- Our worldwide network of more than 1,600 service experts are ready to support your needs, on-site or remotely, all day, every day



SUSTAINABILITY

Maintaining your robots for a sustainable future

To help preserve the Earth's resources for future generations, ABB Robotics Service supports a circular economy.

- We support our customers with products and solutions that are designed to last
- We offer data-driven services, repair offerings, upgrades, and remanufacturing services that extend the lifetime of the robot installations even further
- We support you in measuring and optimizing the energy consumption of your operations
- And once the robot's lifetime has ended, we offer buy-back services, leading to refurbishment, re-use, or recycling of products and components

Key Objectives



PERFORMANCE AND PRODUCTIVITY

Optimizing performance
for increased productivity

To get the most out of your operations, we offer services that help you identify your biggest untapped optimization potentials.

- We increase the competency of your personnel with value-adding trainings
- We provide you with the latest technology and performance increase
- We offer world-class consultancy services for your operations and applications
- We assist taking the right decisions for optimized productivity based on expertise and robot data analysis



LIFETIME SUPPORT

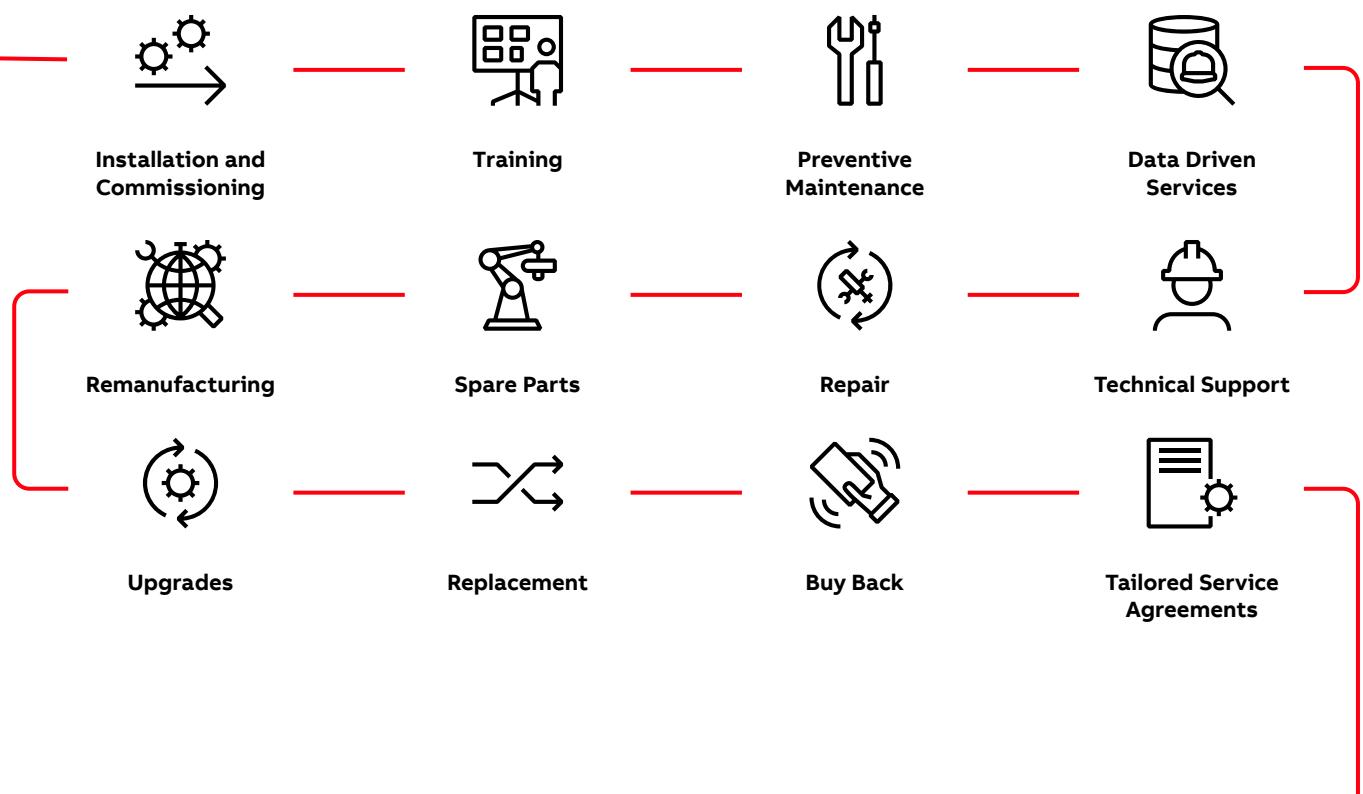
Supporting your robots through their entire lifecycle giving you complete peace of mind

With our extensive experience and service solutions, we help you analyze, extend, and optimize the entire lifecycle of your robots.

- We provide spare parts, exchange parts, repair parts and remanufacturing that contributes to more sustainability
- We offer a broad range of services throughout the complete lifecycle of your robot including, but not limited to training, service agreements and upgrades
- We support you in selecting the best timing for modernization actions, taking into account the specific condition and health status of your robot

Portfolio Overview

ABB offers a comprehensive portfolio of service offerings that deliver solutions for the entire lifecycle. They are designed to provide you with the best-in-class solutions that meet your unique business needs. We offer unmatched service plans to maximize your productivity and keep your robot fleet in best operational condition. Within tailored Service Agreements many of the services are available as modules to give you even more peace of mind.



Installation and Commissioning

ABB's Installation and Commissioning offering helps optimize installation, commissioning, and start-up time of new robots. With the help of RobotStudio® you can be assured your robots will be ready to add value to your business.

Installation and commissioning of ABB products and systems is one of our core competencies, with expertise that provides you with swifter start-up time.

Our offering provides high-performance programs that deliver benefits throughout the entire robot lifecycle. Our commissioning engineers have extensive experience in robots and robot systems. Their know-how, backed by the expertise of our design team, makes commissioning fast and smooth and lays the foundation for reliable and efficient operation.

Experienced ABB specialists know how to get the most out of a robot, for example, reducing cycle-time. With the help of our comprehensive market simulation tool, RobotStudio®, we know even before installation begins that everything will be optimized for its use. We ensure that the robots are installed according to local electrical requirements.



Training

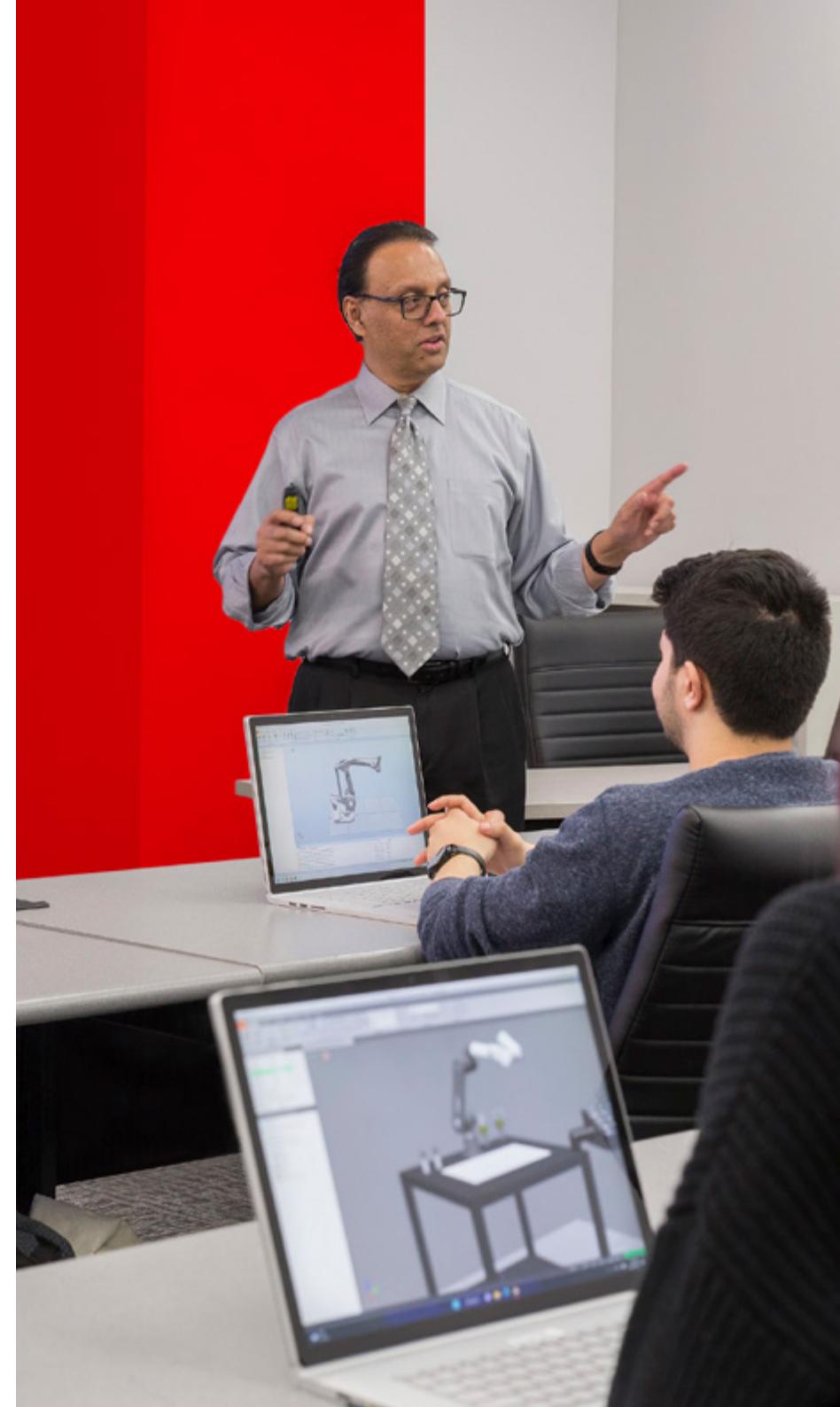
ABB's Training offerings are designed to maximize the reliability and uptime of your robot fleet with tailored education for your staff, ensuring effective and safe usage of your robot.

We take care of the regular development and training of your teams, for best efficiency and knowledge protection.

You can choose between several forms of training according to your needs: from teacher-led training in one of our training centers, to trainings on your premises.

Our training options cover a wide range of topics, including Basic and Advanced Programming skills for robots, Operator training, Safety related courses, Robotics applications such as Welding, Palletizing and Painting, and courses covering how to use RobotStudio®.

Training, including pre-paid packages, can be included in a tailored Service Agreement.

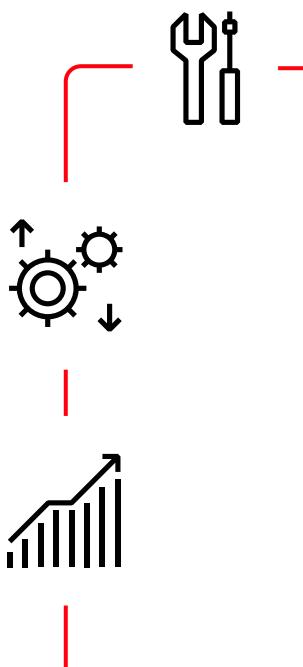


Preventive Maintenance

ABB's Preventive Maintenance offering is designed to maximize the reliability and uptime of your robot fleet, enhancing performance and increasing your productivity.

Preventive maintenance is key to ensure the reliability of your robot. It reduces the possibility of failure or component deterioration in your robots. Having scheduled maintenance from ABB on a specific date at predetermined intervals keeps your robots operational and in top condition, while avoiding unplanned downtime and the costs that come with that.

Within a tailored service agreement, and combined with condition based maintenance, preventive maintenance provides an ideal solution for highest uptime and reliability.



Data Driven Services

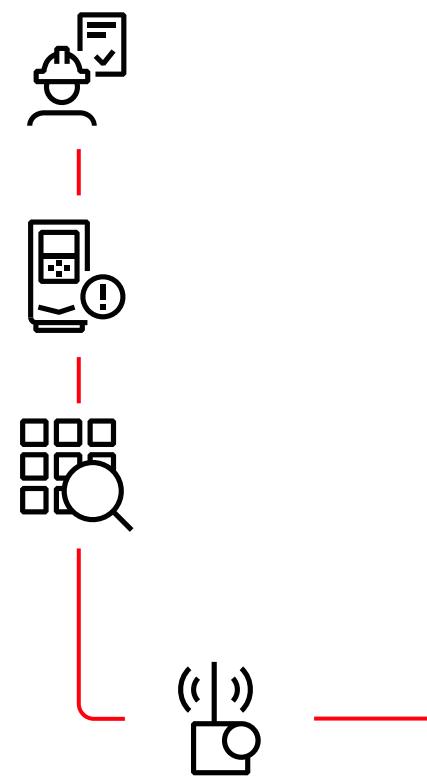
ABB's Data Driven Services give you full transparency on the condition and operation of each of your ABB robots, and your whole fleet. By assessing the health of your specific robot, data driven services increase your productivity, and drive efforts towards sustainability while maximizing reliability and uptime.

With our **Condition-Based Maintenance** we carry out a one-time motion data analysis of the motion cycle of each ABB robot, to help detect highly stressed robots within a production line. It can help avoid up to six costly unplanned stops per robot and can save 5.5 hours downtime for every unplanned stop. Additionally, it can guide you to lifetime extensions by providing tailored advisory.

Condition-Based Maintenance combined with preventive maintenance and a service agreement, secures highest uptime and reliability.

The **Connected Services** element of our Data Driven Services uses relevant operational data from the robot, which are transmitted live and securely to ABB's cloud. Based on the data, ABB experts provide tailored and actionable insights to keep production running (analyzing event logs and alarms), typically providing up to two hours per month per robot of production increase. If something has gone wrong, the insights enable ABB's experts to perform more targeted troubleshooting to get production up and running faster.

The Connected Services component of our Data Driven Services is available in a tailored Service Agreement.



Technical Support and Repair

ABB's Technical Support and Repair offerings are designed to maximize the productivity and performance of your robot fleet, drive efforts towards sustainability and support your robots through their entire lifecycle.

Technical Support services put you in direct contact with a team of robotics engineers who are experienced in both robotics and applications.

We have more than 1,600 experienced robotics service specialists across the globe who can analyze the situation and provide support to keep your production up and running.

Our experts are available 24 hours, 365 days per year, via phone, chat, or email, to make sure your equipment is up and running with minimum delay.

Thanks to ABB's Remote Video Assistance, images of technical problems can be transmitted live from the field to a remote ABB expert, who can remotely analyze the current situation and provide assistance.

Technical Support offerings and specific requirements can be included in a tailored Service Agreement.

Repair (On-site) services ensure your production is up and running in the shortest time possible.

Your service request is quickly attended to and carried out by ABB-certified service engineers who analyze the root cause of the problem, determine the corrective actions needed and carry out repair work. On-site repairs avoid the need to ship the damaged equipment to a workshop, eliminating transportation risks and saving time.

Workshop repairs are conducted via a worldwide network of workshops equipped for complex repairs, rebuilds and overhauls. ABB can repair components, including wrists, motors, teach pendant units, upper arms, and circuit boards, using original ABB property specifications, dimensional data, and components with OEM certified quality, resulting in reduced maintenance cost.

Fixed on-site response times can be included in a tailored Service Agreement.



Spare Parts and Lifetime Support

ABB's Spare Parts and Lifetime Support offerings are designed to maximize the reliability and uptime of your robot fleet and support your robots through their entire lifecycle.

All Spare parts are ABB certified and are the perfect fit for your robot. Our range of offerings cover:

- New Parts
- Exchange Parts
- Repair Parts

Using ABB spare parts supports sustainability and the circular economy, our Exchange parts are reconditioned modules or complete units in 'as new' condition, that are factory guaranteed and supplied in return for damaged units. Repair parts are repaired customers' broken parts, refurbished in certified repair centers and upgraded with a safety recommendation that the parts are approved for use. In addition, we also offer spare part kits designed to be kept in stock for rapid replacement to minimize downtime. While our part kits support regular maintenance activities to keep your robot in top condition during its entire lifecycle.

Lifetime Support for our robots includes long term spare part availability and repair. In addition, we offer refurbishment and partial or full replacement to take advantage of new features, improved performance, and safety.

Through our robot database, we keep track of each part installed at your site, enabling fast part identification and delivery.



Spare Parts you can rely on

Nobody knows our products better than we do. So, when you need spare parts, buy direct from ABB and rely on our expertise to deliver the best quality, service support and warranty to maintain the performance of your ABB robotic equipment.

Customer support and expert advice

- 1,600+ service specialists in 50+ countries worldwide
- Experts available 24/7 on phone, chat or email

Large, flexible portfolio

- Choose between new parts, exchange parts, repaired parts, preventive maintenance kits, and repair kits
- Access to 35,000+ spare parts

Manufacturer's warranty

- 12-month warranty on all ABB spare parts for total peace of mind



Parts availability

- Distribution centers around the world to guarantee fast delivery
- Most orders processed on the same day

The perfect fit

- Exact, like-for-like replacement
- Developed and manufactured by ABB to stringent quality and safety tests
- Upgraded with the latest software

Lifetime support

- Long-term spare parts availability, refurbishment, repair or replacement
- Installed parts are fully tracked for faster part identification and delivery

Reliability and durability

- Reduce total cost of ownership and save money in the long term
- Expand the lifetime of your robot

Remanufacturing and Upgrades

ABB's Remanufacturing and Upgrades offerings are designed to maximize the reliability and uptime of your robot fleet, optimize performance, increase your productivity, and prolong robot lifetime.

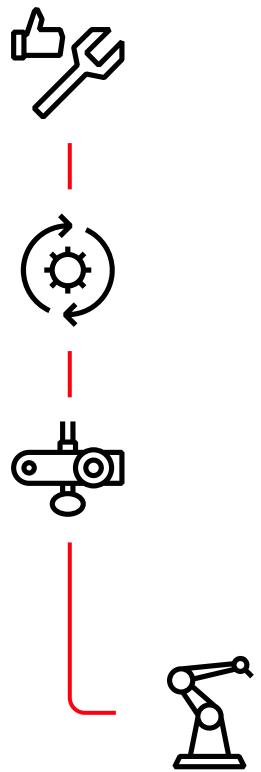
Remanufacturing aged customer robots brings increased robot lifetime at lower investment cost and reduces CO₂ emissions. ABB remanufacturing uses original ABB property specifications, dimensional data, and components with Original Equipment Manufacturer (OEM) certified quality.

After initial inspection strict standardized operating processes are applied. Robots are disassembled, and a second inspection is conducted on all individual parts following a 152-point inspection procedure for robots and controllers.

Upgrades of robots and process equipment improves performance and makes the latest technology available to older equipment. With specific investments in upgrades, you can achieve a significant improvement in safety, reliability, quality, connection possibilities, and performance.

Technology upgrades are designed for overall improvement. Bringing new ways of collecting data, increasing performance, and extending the functionality and life of the product. You can add new control technology to your robot at any time in its lifecycle, or simply be flexible when your needs change with an arm exchange programme.

As a simple example, you can improve the transfer efficiency of a painting process by upgrading just a few parts.



Replacement and Buy-Back

ABB's Replacement and Buy-Back offerings are designed to drive efforts towards sustainability and prolonging the lifetime of your robot.

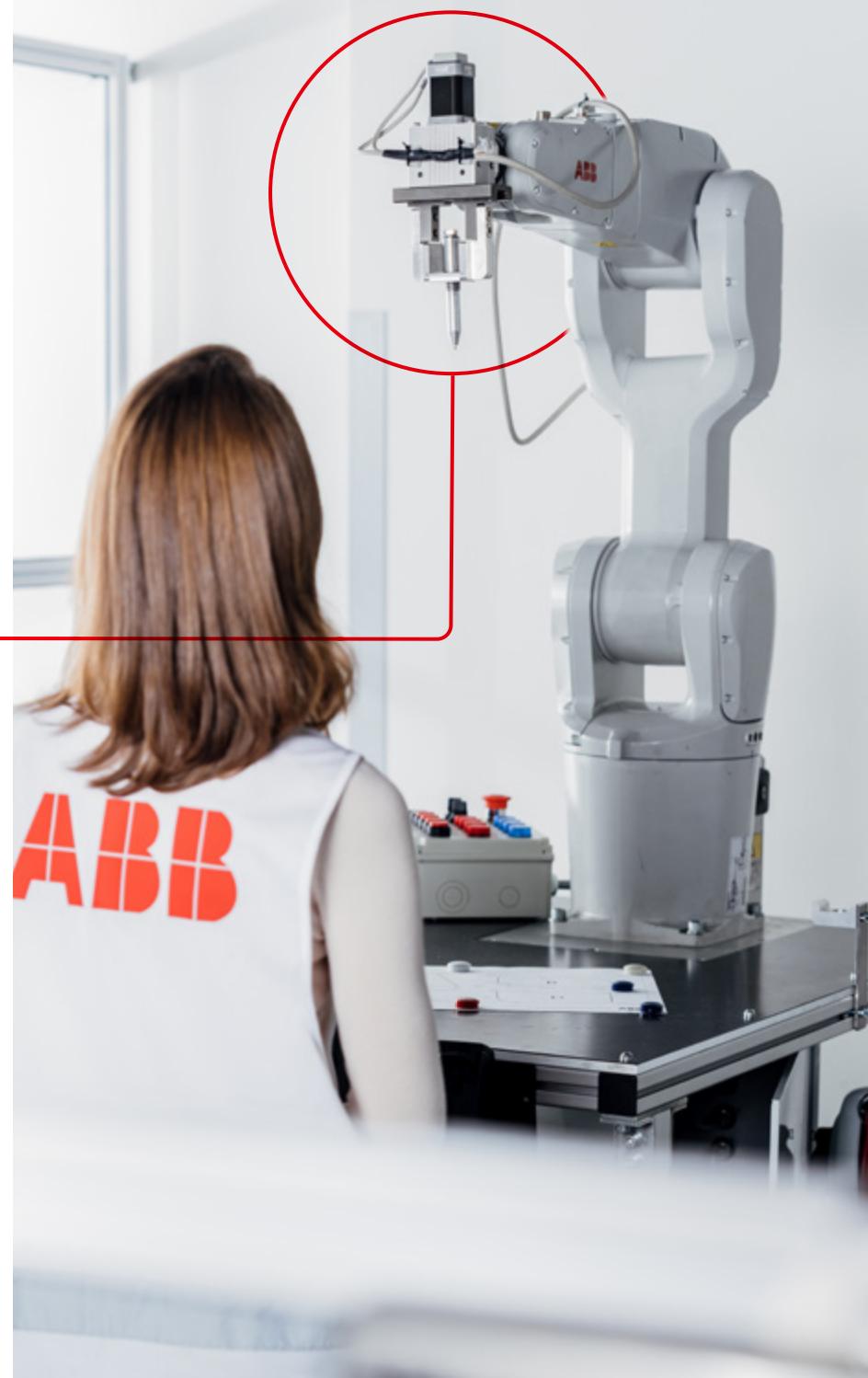
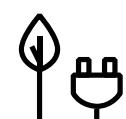
Replacement of existing ABB equipment with a new ABB robot arm or controller is a great alternative to a completely new installation. Replacements are provided with proper preparation, pre-programming and program simulation. They are backward compatible and can also be performed on process equipment like welding guns and atomizers.

As an original equipment manufacturer, ABB has full access to complete engineering resources for replacing your robot system with the latest technology and robot functions.

Buy-back of ABB robots or peripheral equipment, which are no longer in use or if you are looking to upgrade your robots, is the way to go to get a great deal.

Selling an old robot instead of scrapping it helps your business to optimize its budget.

Importantly, it also contributes to the circular economy and sustainability in the manufacturing environment, as ABB is re-using up to 70% of the robot and recycling the remaining parts.



Service Agreements

ABB's Robotics Service Agreements provide you with peace of mind, increased availability, and optimal performance. The options to cover all your needs range from preventive maintenance up to flat fee options for spare parts, labor to data driven services, and more.

ABB's modular Service Agreements are designed to be tailored to customer's specific needs and requirements. They allow customers to choose precisely the service modules they need to keep equipment running at a known, fixed cost. In times where skilled labor is scarce, this is

especially useful. The benefits of personalized service agreements are evident: outsourcing of all necessary services, reducing downtimes significantly, and giving complete peace of mind.

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



A woman with curly hair, wearing a light-colored shirt, is standing in a warehouse. She is looking at a tablet device. The background shows industrial shelving and lighting.

1

Maintain your robots



Technical Support (8h/5 days)



Preventive Maintenance



Condition-based maintenance (L1)

2

Get ABBs Expertise asap



Technical Support (8h/5 days)



Response time (24 hours)



Condition Monitoring & Diagnostics



Backup Management



Preventive Maintenance



Condition-based maintenance (L1)

3

Let us take care of the robots so you can take care of your business



Technical Support (8h/5 days)



Response time (24 hours)



Condition Monitoring & Diagnostics



Backup Management



Preventive Maintenance



Condition-based maintenance (L1)



Spare parts flat fee



Labor Flat fee



ABB Robotics Service

World-class service
for the entire robot lifecycle

If you want to learn more, please contact
your local ABB representative or go to
new.abb.com/products/robotics/service

