LifeCycle Parts Services
Distributed Control Systems
LifeCycle Parts Services

Trouble-free operation

Service and support to maximize uptime

Easily accessible spare part services to ensure continuous operation

Best possible return on your assets throughout their entire life cycle
LifeCycle Parts Services
Product portfolio

The services highlighted in this presentation cover the following ABB control systems families:

- System 800xA
- Compact
- Freelance
- Advant Master
- Advant MOD 300
- Satt
- Symphony Harmony/INFI 90
- Symphony Melody
- P13
- P14
### LifeCycle Parts Services
Different needs for different situations

<table>
<thead>
<tr>
<th>Preventive maintenance</th>
<th>Emergency maintenance</th>
<th>Stock replenishment</th>
<th>Parts Repair</th>
</tr>
</thead>
<tbody>
<tr>
<td>For planned maintenance</td>
<td>Due to a breakdown</td>
<td>Planned or unplanned refill of customer’s stock</td>
<td>The unique part is repaired and returned</td>
</tr>
</tbody>
</table>

The type of Parts Service needed is situation dependent
LifeCycle Parts Services

Portfolio overview

- **Spare parts**
  - Spare Parts Service: New unused spare parts
  - Emergency Parts Service: Urgent cases 24/7
  - Refurbished Parts Service: Updated, refurbished, as new

- **Customers parts’ repair or exchange**
  - Parts Repair Service: Repair and return of a failed unit
  - Parts Exchange Service: Exchange a failed unit for a new or refurbished unit

- **Customer stock assurance**
  - Parts Test Service: Verify functionality of unit

- **Parts management services**
  - Preventive Maintenance Kits: To avoid failures due to extended run-time
  - inventory Access™ Program: ABB-owned spares located at or near your location
  - Parts StepUp Service: Exchange outdated hardware for new fully supported
  - Parts Root Cause Analysis Service: Determine the root cause of failed unit
## LifeCycle Parts Services

Service availability by system family

<table>
<thead>
<tr>
<th>Service</th>
<th>System 800xA</th>
<th>Freelance</th>
<th>Advant Master</th>
<th>Advant MOD 300</th>
<th>Satt</th>
<th>Symphony Harmony</th>
<th>Symphony Melody</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spare Parts Service</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Emergency Parts Service</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Refurbished Parts Service</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Parts Repair Service</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Parts Exchange Service</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Parts Test Service</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Preventive Maintenance Kits</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>inventory Access™ Program</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Parts StepUp Service</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Root Cause Analysis Service</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>

● = Available, ● = Not available

Many ABB DCS system families have a complete portfolio, basic services are available for all system families.
LifeCycle Parts Services
Product Management through the life cycle model

- ABB uses a four-phase life cycle model to secure service availability during the system lifetime
- Throughout the product lifetime, the product is transferred through different life cycle phases
- No service is guaranteed when the product or part has moved into the Obsolete phase.
- ABB offers System Evolution services to maintain your investment in a supported life cycle phase (Active, Classic and Limited)
# LifeCycle Parts Services

Service availability by life cycle phase

<table>
<thead>
<tr>
<th>Life Cycle State</th>
<th>Spare Parts Service</th>
<th>Emergency Parts Service</th>
<th>Refurbished Parts Service</th>
<th>Parts Repair Service</th>
<th>Parts Exchange Service</th>
<th>Parts Test Service</th>
<th>Preventive Maintenance Kits</th>
<th>inventory Access™ Program</th>
<th>Parts StepUp Service</th>
<th>Root Cause Analysis Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Classic</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Limited</td>
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<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Obsolete</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>

● = Available, ● = On request, ● = Not available

Services availability depends on the product’s life cycle state
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Spare Part Service

- High quality genuine and ABB-certified spare parts
- Increases reliability leading to longer lifetime of your equipment.
- Available for all control system families
- 24/7 web-based ordering process.
- Quick handling and shipping

Choose this service when you wish to purchase a new spare part and have it shipped within a day
LifeCycle Parts Services

Emergency Parts Service

- Ensured spare parts availability in critical situations
- Personnel available 24 hours
- Immediate response to your emergency parts requests
- Quickest possible delivery through global logistics network

Choose this service when quickest possible delivery is the most important factor
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Refurbished Part Service

- Cost effective, as new unit
- Recovered, tested and updated by ABB
- Meet original equipment specifications and current component standards
- Available in later life cycle phases

Choose this service when you want to purchase a spare in a more cost-effective way, or during later life cycle phases when new parts are no longer manufactured
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Parts Repair Service

– Your unique unit is repaired and returned
– Units are repaired to meet original equipment specifications
– Repair report is available

Choose this service when you wish to have your part repaired and returned
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Parts Exchange Service

- Keeps turnaround lead-times to a minimum
- Delivered unit can be refurbished or new

Choose this service when you wish to purchase a fully functional spare in return for your broken unit
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Parts Test Service

- Determines the current status of your unit
- Assures unit functionality and that it meets original factory specifications
- Unit is sealed with factory label
- Maximize uptime by improving spares quality

Choose this service when you want assurance that your used or stored spares are still operational
LifeCycle Parts Services

Preventive Maintenance Kits

- Planned maintenance - maximizes productivity and system uptime
- Genuine certified ABB parts in pre-specified easy-to-order kits
- Kits contain all parts for a specific scheduled maintenance

Choose this program when you want to secure continuous operation and know the calculated maintenance cost
LifeCycle Parts Services
inventory Access™ Program

- Our Parts Inventory Management program
- Cost-effective alternative to purchasing parts inventory
- Customized spare parts inventory at or near customer location
- Actual purchase and warranty period start occurs when parts are put into service.
- Fixed monthly fee

Choose this program when you want to have spare parts located at or near your premises
LifeCycle Parts Services

Parts StepUp Service

- Life cycle extension of your system
- Replace existing hardware to new, fully supported and updated hardware.
- Easy to replace with minimized downtime.
- Add system performance to improve your control system.

Choose this service when you need to exchange outdated hardware for new, unused, fully supported hardware.
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Root Cause Analysis Service

– When your hardware fails it’s sometimes most important to determine the cause of the failure.
– ABB’s experienced hardware design expert’s uses their unique knowledge combined with access to original design and test documentation

Supported product families:
– ABB Ability™ System 800xA:
  • AC 800 M, S800 I/O, Select I/O
– Compact
  • Panel 800
– Advant Master and Advant MOD 300:
  • AC 160, AC 410, AC 450, AC 460, S100 I/O, S600 I/O

Choose this service to determine the root cause of failed hardware
**LifeCycle Parts Services**
**Support for Life**

**A global portfolio with standardized services:**

- Covers all ABB Control system families
- Supports customers strongly through the first three life cycle phases – Active, Classic and Limited.
  - In the Obsolete phase, customers will be supported with our ‘best effort’.
  - ABB offers evolution services to maintain your investment in a supported life cycle phase (Active, Classic and Limited)
- Diversified – multiple alternatives for a need: exchange vs. repair, refurbished vs. spare part etc.

**Further information:**
- Brochure: [LifeCycle Parts Services for Distributed Control Systems](#)
- Web: [LifeCycle Parts Services for Distributed Control Systems](#)
- Web: [ABB Services for Distributed Control Systems](#)

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**We ensure that our customers receive the best possible return on their assets throughout the entire product life cycle.**