



ABB ENERGY INDUSTRIES SERVICE

LifeCycle Parts Services

Distributed Control Systems



LifeCycle Parts Services

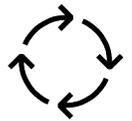
Trouble-free operation



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

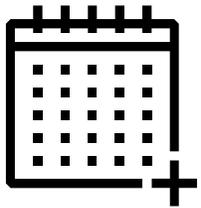


LifeCycle Parts Services

Different needs for different situations

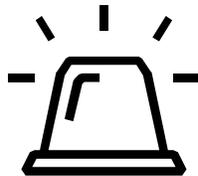
Preventive maintenance

For planned maintenance



Emergency maintenance

Due to a breakdown



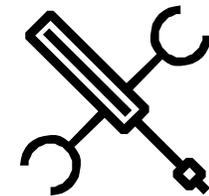
Stock replenishment

Planned or unplanned refill of customer's stock



Parts Repair

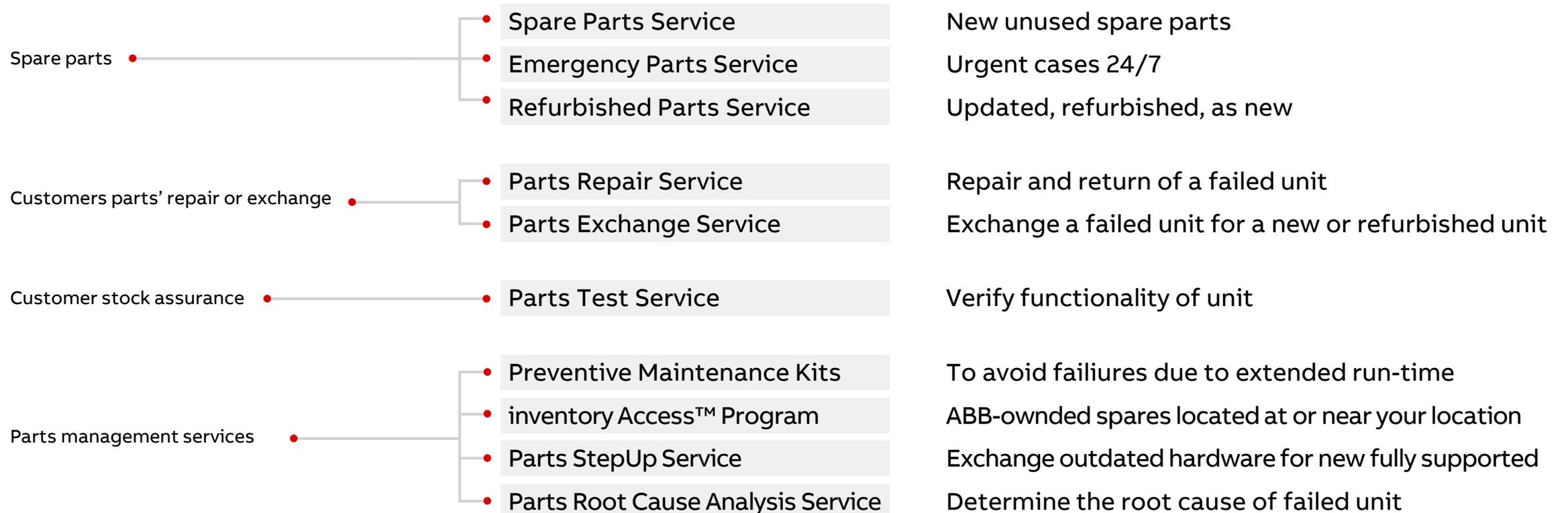
The unique part is repaired and returned



The type of Parts Service needed is situation dependent

LifeCycle Parts Services

Portfolio overview



LifeCycle Parts Services

Service availability by system family

	Spare Parts Service	Emergency Parts Service	Refurbished Parts Service	Parts Repair Service	Parts Exchange Service	Parts Test Service	Preventive Maintenance Kits	inventory Access™ Program	Parts StepUp Service	Root Cause Analysis Service
System 800xA	●	●	●	●	●	●	●	●	●	●
Freelance	●	●	●	●	●	●	●	●	●	●
Advant Master	●	●	●	●	●	●	●	●	●	●
Advant MOD 300	●	●	●	●	●	●	●	●	●	●
Satt	●	●	●	●	●	●	●	●	●	●
Symphony Harmony	●	●	●	●	●	●	●	●	●	●
Symphony Melody	●	●	●	●	●	●	●	●	●	●

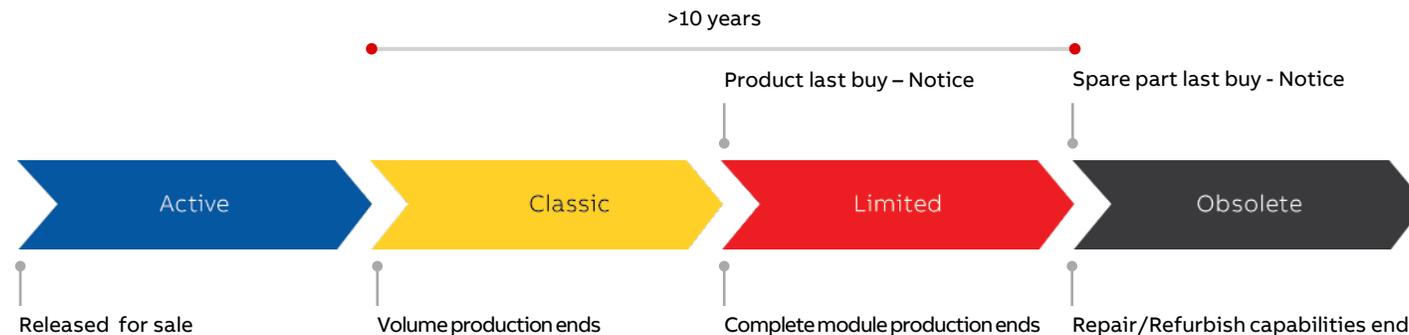
● = Available, ● = Not available

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

	Spare Parts Service	Emergency Parts Service	Refurbished Parts Service	Parts Repair Service	Parts Exchange Service	Parts Test Service	Preventive Maintenance Kits	inventory Access™ Program	Parts StepUp Service	Root Cause Analysis Service
Active	●	●	●	●	●	●	●	●	●	●
Classic	●	●	●	●	●	●	●	●	●	●
Limited	●	●	●	●	●	●	●	●	●	●
Obsolete	●	●	●	●	●	●	●	●	●	●

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

Services availability depends on the product's life cycle state

LifeCycle Parts Services

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

LifeCycle Parts Services

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

LifeCycle Parts Services

Parts Repair Service

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

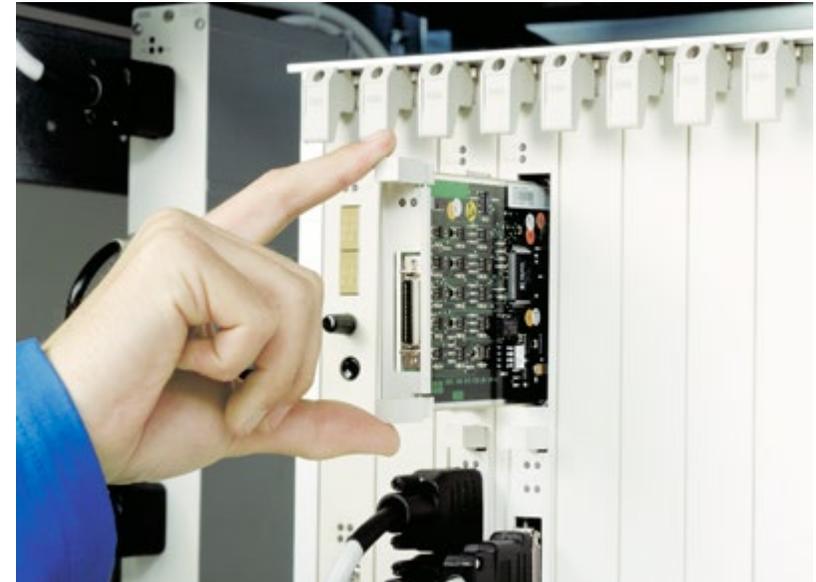


Choose this service when you wish to have your part repaired and returned

LifeCycle Parts Services

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

LifeCycle Parts Services

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

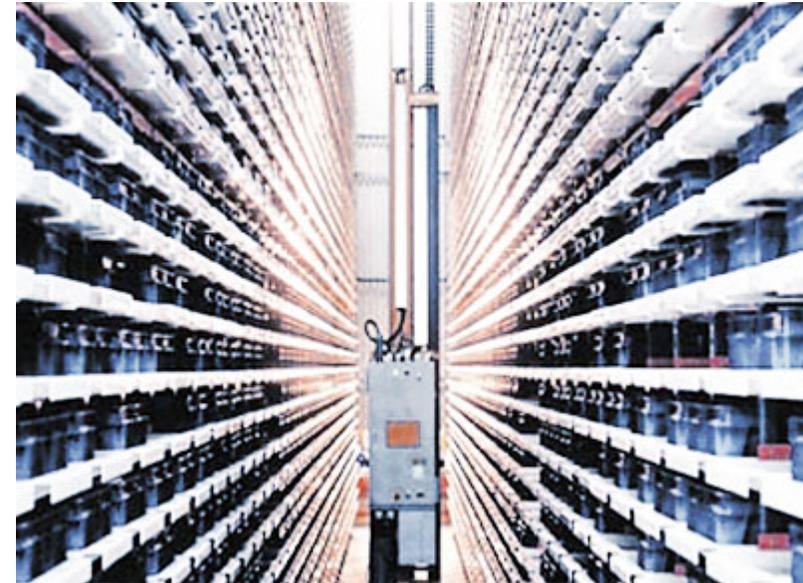


Choose this program when you want to secure continuous operation and know the calculated maintenance cost

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

LifeCycle Parts Services

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](#)

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

ABB