ABB Consumer Chemical Care
Service agreements built with care
ABB Consumer Chemical 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

2. We work with you to understand your needs

<table>
<thead>
<tr>
<th>If you need</th>
<th>Timely local and remote support?</th>
<th>Added asset and process support?</th>
<th>Improved and updated skills?</th>
<th>New features and functions?</th>
<th>Parts and repair availability?</th>
</tr>
</thead>
<tbody>
<tr>
<td>High asset utilization?</td>
<td>Lower production costs?</td>
<td>Longer asset lifecycle?</td>
<td>Higher production?</td>
<td>High asset and process reliability?</td>
<td></td>
</tr>
<tr>
<td>Then you should consider</td>
<td>Rapid response to issues.</td>
<td>Services supporting maintenance.</td>
<td>Training for plant personnel.</td>
<td>Equipment lifecycle support.</td>
<td>Equipment repair support.</td>
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<tr>
<td>Optimized equipment and processes.</td>
<td>Reduced variable production expenses.</td>
<td>Increased return on investment.</td>
<td>Maximized asset and process availability.</td>
<td>Predictable asset and process performance.</td>
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</tbody>
</table>
3. Together, we determine the care package that meets your needs
Starting with a LifeCycle Assessment, if desired

1. Rapid Response

Silicone plant in Brazil
Needed guaranteed response for corrective service and technical support for their control system.

We meet that need with RAPID RESPONSE
Guarantees fast and flexible service response to maximize equipment availability.

Customer Benefit: Higher availability
Equipment covered: ABB Freelance Control System
Services include: 24/7 Technical Support, Corrective Maintenance, and Recommended Parts

2. Lifecycle Management

PVC production plant in France
Needed to improve operator procedures and responsiveness, and connect to other systems and devices.

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: Evolving Honeywell TDC 3000 system to System 800xA
Services include: A four-step evolution solution with System 800xA architecture, Automation Sentinel subscription

3. Performance Improvement

Global styrenics supplier in the US
Enhanced capabilities for this 20-year ABB customer as they upgraded their technology base during scheduled turnaround.

We meet that need with PERFORMANCE IMPROVEMENT
Increases productivity through usability and efficiency optimization of equipment and processes.

Customer Benefit: More quality production
Equipment covered: ABB Control System 800xA
Services include: System upgrade and expansion, Smart Client, Remote Diagnostic Services, Automation Sentinel subscription

4. Operational Excellence

Propylene plant in the US
Needed to reduce emergency maintenance, cut maintenance costs, improve reliability and extend asset life.

We meet that need with OPERATIONAL EXCELLENCE
Collaboratively manages your assets, operations, and risk to deliver strategic business results.

Customer Benefit: Improved operations
Services include: Reliability process analysis & benchmarking and Reliability process development
4. We apply expert people, processes and tools to perform services
From engaging with ABB’s Collaborative Operations Network to using Field Service
Maintenance Management software

5. Let’s get started
Choose the options that optimize your agreement.

<table>
<thead>
<tr>
<th>Service</th>
<th>Entry Level Agreement</th>
<th>Pro Level Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contract Management Services</strong></td>
<td>Prepaid Engineering Hours Installed Base Update ABB Service Desk Contract Manager myABB</td>
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<tr>
<td><strong>Rapid Response Services</strong></td>
<td>Spare Parts Corrective Maintenance Mobilization to Site Technical Support</td>
<td>Remote Troubleshooting Training Spare Parts Corrective Maintenance Mobilization to Site Technical Support</td>
</tr>
<tr>
<td><strong>Life Cycle Management Services</strong></td>
<td>Life cycle Assessment Software Management Control System Fingerprint(*) Control System Benchmark</td>
<td>Spare Parts Management (<em>) Backup &amp; Recovery Management(</em>) Engineering &amp; Consulting(<em>) Preventive Maintenance ABB Ability™ Security for Control Systems Lifecycle Assessment Software Management Control System Monitoring(</em>) Control System Health Check(*) Control System Fingerprint Control System Benchmark</td>
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<tr>
<td><strong>Performance Improvement Services</strong></td>
<td></td>
<td>Loop Performance Monitoring Service (<em>) Loop Performance Fingerprint(</em>)</td>
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</table>

(*) Optional to the standard service package