ABB Power Care
Customer support agreements
Why ABB Power Care?

A large portion of the world's high voltage energy equipment is nearing the end of its lifetime and thus maintaining reliability becomes increasingly challenging.

Do you have the expertise to stay abreast of this on a continuous basis? If you are trying to, wouldn’t you prefer to be spending time on the aspects of your business that you are best at, the reasons why you are in your business in the first place? Our approach to ensuring you get the most out of your equipment is very simple. We sit down, listen, discuss and agree with you just how much of your equipment you would like us to take care of.

This often depends upon just how critical the different aspects of your equipment are to your business. How much would it cost if you had a failure or how much would it cost you in lost productivity. You want your equipment to work. Work properly. Work all the time. So do we. The fewer problems you have the fewer problems we have. All our work is undertaken by certified engineers who have extensive experience in high voltage equipment.
How can we help you with ABB Power Care?

ABB Power Care is the best, most convenient and guaranteed way of ensuring electrification system availability and reliability. Based on your requirements, we can provide a wide range of service packages to choose from and customize an agreement to suit your needs.

The Power Care framework is based on a matrix of service packages. You can choose services from the ABB support services portfolio based on your actual need at the time of entering into a Customer Support Agreement. The services provided range from a single point of contact to full product maintenance services. All services have one thing in common: they are done by certified engineers and technicians with extensive experience in our equipment.

A typical agreement for a power consuming customer in the industry segment may cover elements such as asset condition and risk assessments or the installation of more advanced monitoring systems for condition based maintenance. Other services we offer include training for site operators, on-call support for emergency situations and maintenance of your equipment.

Power Care for a power utility can also include ABB support services such as remote technical support, on-line access to technical data of the installed equipment, instant access to product installation and operational manuals, training for equipment maintainers on site, etc. Once again you are free to choose services that will complement your existing maintenance strategy and portfolio.
Our comprehensive offering is structured in a matrix. Different categories reflect various service needs. For each category, four different levels of support are available.

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All services are subject to local availability.
Skills development services
Starting with introductory e-learnings, various trainings are offered through our ABB University facilities located around the world. They allow a structured, long-term planned management of competences in your company at fixed conditions.

Emergency services
In an emergency situation, quick availability of information and fast reaction is crucial. No one knows this better than ABB. The reaction time of our experts means we can be on-site in a matter of hours depending on the location. The need for further negotiation is also eliminated as the terms and conditions have already been pre-determined.

Self-maintenance services
To support your own service activities we can provide you with tools and processes which allow implementing self-maintenance strategies and thus better manage your assets. We can also give you access to our detailed handbooks, installed base manuals and if applicable life cycle reports. New solutions, new preventative maintenance programs and your installed base registered means you can stay ahead of the competition.

Delivered maintenance services
Covering on-site maintenance by experienced ABB experts, breaker failures caused by false maintenance, are eliminated. In addition, reaction times for ABB maintenance activities are pre-defined which can simplify your internal planning process, maximize the utilization of your equipment and make your maintenance schedule predictive. Before offering specific advanced services we will work with you to ensure a good understanding of your maintenance requirements.

Diagnosis and condition assessment
Our condition assessment offering provides key information to define what maintenance, retrofit or replacement actions are needed on your equipment if there is a risk of failure. Your asset will be analyzed by highly-skilled ABB engineers who have the experience to immediately recognize the health status of any high voltage equipment with a simple visual inspection, condition monitoring or advanced diagnostics.
The gateway to your on-line services

Wouldn’t it be great if you could see at a glance and plan your installed base equipment maintenance online? This is now possible with the Power Care portal. Power Care portal is your personalized web page that contains all the details on your support agreement and electrification system.

It provides you with direct contact to your ABB contract coordinator and it is the gateway to your online services. The number of devices in an electrical system can be very large and managing them can be challenging even for experienced site managers.

Power Care portal provides effective access to ABB resources and allows you to get the maximum benefit from their use. Relying on ABB support services maintains the electrical system at top performance and lets you stay focused on your core business.
Guaranteed labor and spare parts availability when and where you need them
Reduced administration as terms and conditions are agreed once only
Easy and effective budget planning with reduced risks as maintenance spendings become easier to control and predict
Optimized maintenance investment means you can get higher reliability for less money
Deep analysis of your installed base by our experts gives you an in-depth overview of your complete fleet

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