Fixed Rate Service Agreement (FRSA)
Full customization of services and payment terms

With FRSA you have the possibility to select the services and parts that fulfill your specific needs. The maintenance planning for your turbochargers becomes as easy as deciding on the preferred services and parts. As an FRSA customer you receive service notifications to make sure the delivery dates of parts and execution dates of services match with your maintenance schedule.

**FRSA is collaborative**
For every maintenance period, you can place a bulk order for your customized services. To guarantee your peace of mind, bearing exchanges are within the standard scope of the bulk order. You decide which additional services and parts you would like to include in the bulk order. Projectable turbocharger maintenance decisions are taken before the particular maintenance period starts. Based on service notifications you can confirm the execution and delivery dates of the bulk-ordered services and parts. Besides these confirmations there is nothing you have to think about anymore during the maintenance period. ABB takes care of your maintenance management in order to maximize your turbochargers’ uptime.

**FRSA is predictable**
FRSA enables you to pay your bulk order in tailored fixed installments. As a result, you do not receive one invoice for your bulk order, instead costs are spread over several payments during the maintenance period. Consequently you benefit from steady maintenance investments. Of course it is also possible to receive one invoice for the entire bulk order or pay after each service, it is totally up to you. Only supplementary services required ad hoc during the maintenance period will be invoiced separately. However, we offer favorable terms for any additional service or part exchange you may require during the maintenance period.

**FRSA is flexible**
We continuously ensure that you receive the services which suit your needs. In a joint business review at the end of the maintenance period we will assess our collaboration. Service execution and part exchange dates can be flexibly shifted to account for changes in your maintenance schedule. FRSA is flexible in time as well so you can decide at the end of each maintenance period if FRSA still fulfills your needs. This way, we make sure that you receive the services that suit you best at any time, and only as long as required.

The Fixed Rate Service Agreement (FRSA) is an agreement that flexibly packages the services and parts you need with the option of payment in fixed installments. Free your resources to focus on your core business by handing over your turbochargers’ maintenance planning to ABB.
FRSA is “glocal”
ABB offers a local presence and a global standard that you can rely on. You have 24/7 365 days a year access to our 100+ ABB Service Stations in over 50 countries worldwide. No matter where you are or where you need service, our qualified ABB Service Station specialists always work according to our high service standards. We offer a single point of contact who can work with you on all your service needs in your language and on your time. Our customer order fulfillment is better than 98 percent.

Customers signing up to an ABB FRSA see value added through:
• Predictable and fixed maintenance investments which enhance easy budgeting.
• Every order matches the specific preferences – including the payment terms.
• The maintenance management is outsourced to ABB.
• Favorable terms to bulk orders.
• Support for unexpected part replacements.
• Optimized maintenance planning while reducing overall costs.

02 Continuous information exchange ensures that FRSA adjusts to your service needs anytime.