



ABB Service
Benefit from our competence
and flexibility

Power and productivity
for a better world™



ABB Service

Fast, reliable and responsive

The ABB service team helps make your daily work easier. About 800 ABB employees in Switzerland and around the globe provide a full range of professional and reliable services. They work with great dedication to optimize your plants throughout their life cycles. The services extend from preventive maintenance or a quick repair of acute malfunctions to upgrades and retrofits, tailored service agreements or even a strategic service partnership.

Our experts offer services for the entire portfolio of ABB, drawing on the experience and expertise the company has built up over its many years of being one of the world's technology leaders in power and automation engineering. With ABB, you get everything from a single source – products, systems and services.

Professional service

35 service locations

Services for the entire life cycle



Service based on our competence as a manufacturer



800 service employees

25 service workshops

In action daily

Service for a complete portfolio of products and systems in power and automation engineering



Up to 5 customer training events a day



Up to 150 shipments of spare parts daily

Service from A to Z: From remedying acute failures to collaborating in a spirit of partnership.



Up to 1,000 service inquiries daily

Service around the clock



“After an incident, we can get our plants back up and running quickly because the ABB service staff is so flexible and responds with such speed.”

Peter Zeller, Operational Manager, KVA Turgi, an incinerator plant in Turgi.

24 h service hotline

In emergencies, you can reach the ABB service team 24 hours a day, 7 days a week, 365 days a year. All you have to do is call 0844 845 845 and ABB immediately puts you in touch with an expert.

Malfunctions

If your plant malfunctions, ABB service experts advise you by phone or on site. They talk you through the steps you need to take to get the plant up and running again as soon as possible.

Spare parts and repairs

If extensive intervention is required, ABB service employees arrange to have the defective components repaired on site or at an ABB workshop. Wherever necessary, individual parts, assemblies, machines or systems are replaced so plant operations can be restored as quickly as possible.

Boosting productivity and efficiency



“We have always found the ABB service experts to be highly competent and flexible. What I especially appreciate is that we can carry out modifications tailored at our needs jointly with ABB.”

Beat Hanselmann, Head of Maintenance for Substations, on the right, ewz, the power utility in Zurich.

Optimizing plant availability and operating expenses

You must constantly optimize the performance of your process to improve the efficiency of your plants. The ABB service team helps you tackle challenges relating to productivity, availability and security as well as cost and energy efficiency. Besides drawing on a wealth of expertise to advise you, the team handles project management and does any necessary work specified in the service agreements.

Preventive maintenance and spare parts

The ABB service experts proactively help you avoid unnecessary and expensive downtime in your plant. Our specialists help you plan maintenance work including replacement part predictions.

Upgrades and retrofits

For upgrades and retrofits, the ABB service team advises you on solutions incorporating the latest high-tech products from ABB. Our service experts tell you when to replace certain plant components and which revision tasks, modernizations, expansions or new acquisitions you should undertake.

Increasing performance



“The life cycle index method we introduced allows us to guarantee the fail-safe operation and increase the availability of our engines, some of which have been running around the clock for 30 years.”

Benno Brun, Head of Engineering Rolling Mill, Swiss Steel AG

Extending service life while boosting performance

The ABB service experts help you to increase the availability of your plants as well as boost their reliability and productivity, be they power plants, robots or drives. At special training events, you become familiar with the most modern technologies so that you can maintain the new plants yourself.

Modifications and adaptations

Plant modification puts tough demands on engineering. The service team devises a solution with you that has minimum effects on ongoing operations and that can be implemented cost-effectively.

Notification of possible malfunctions at an early stage

In addition, ABB developers constantly work on expanding the possible uses of the most modern communication technologies. For instance, secure and reliable remote access technologies enable an exchange between your automation system and the ABB Service Center. To optimize the performance of your plants, software applications collect data, analyze operating status and notify possible malfunctions at an early stage.

Optimizing throughout the entire life cycle



“SBB teamed up with ABB to develop a plan geared to our needs. It ensures high availability for material and technical expertise and allows us to optimize the intervention time and quality for the repairs of the traction converter.”

Marcel Auer, Strategic Purchasing SBB

Optimizing plant availability and total cost of ownership

Each system has its own life cycle. The newest technologies must be compatible with the older technology. The ABB service team assists you with long-term management concepts to assure plant availability and to optimize the total costs regarding purchase, operation, maintenance and modernization. With these efficient services throughout the life cycle of your facility, your investments are protected for the long term.

Minimal spare parts and obsolescence management

After analyzing the status quo, the ABB service team draws up a plan tailored to your needs, indicating the actions required in the various phases of the service life. Besides consulting, engineering and training, these plans cover the replacement of components, assemblies, machines and systems staggered over time. Expansions, upgrades and retrofits are scheduled, along with the final replacement and recycling of plant parts.

Strategic partnership

In a planning procedure that is optimized for the long term, the service team works out a master plan with you to improve your equipment and processes. That means you can devote yourself entirely to your core tasks and leave it to your ABB service partners to boost efficiency.



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