ABB Robot Care service agreement
Customized service as standard
Peace of mind with an ABB Robot Care service agreement

The ABB Robot Care service agreement offers more than the service needed, when you need it. It also offers you the satisfaction of knowing that your robot investment is well taken care of.

Every production plant is unique
No production plants are identical and neither are their service requirements. Every plant has its own blend of robot types and year models, its own mix of new, old or refurbished robots, and its own typical usage patterns, with some robots being in greater need of service than others. That is why we have built in full flexibility into ABB Robot Care.

ABB Robot Care is like a menu of services, where you can make your own choices from a variety of available services. Naturally there is always an expert adviser from ABB to help you select.

The agreement without surprises
Peace of mind is a key part of the ABB Robot Care service agreement. With increased availability and better performance from your installed base, you can be sure to keep your operations well within budget. With a Robot Care service agreement unplanned stops are reduced to a minimum, and when they do happen, the remote monitoring service can deliver a response within minutes. We take care of your robots, so you can take care of your business.

Know before it happens
One of the main features of Robot Care is ABB’s patented remote service technology. With remote service we are able to generate a maintenance schedule based on actual usage, which ensures a high uptime ratio. The long distance monitoring provides data that enables prediction of failures, well before they cause unplanned stoppages.

Up to 50% of unplanned stops can be avoided and many failures can be solved over the phone. This reduces downtime and greatly minimises repair times. When a problem or an event occurs, you receive the details in minutes via email or sms.

MyRobot – You are in control
Another opportunity with Robot Care is the MyRobot webpage, which provides 24/7 information about your robots status. If requested, an ABB engineer can access your detailed robot data and event history in order to quickly identify the root causes of a failure.

Tailor-made service
ABB developed a service configurator tool that is designed to help and recommend an appropriate service level tailored to your exact needs. Together with an ABB service specialist you discuss and specify your robot conditions and which specific requirements your operation has. A tailor-made service level is proposed for your operation, and the service proposal can be with you within minutes.

Covering all needs of service
ABB Robot Care service agreements cover a full range of services designed to improve robot performance. Below example of services can be selected and combined.

- Telephone assistance/help desk
- Preventive maintenance
- Travel expenses for maintenance
- Wear parts for maintenance
- Spare parts for maintenance
- Field troubleshooting – consulting – engineering
- Travel expenses for field service interventions
- Spare parts for field service
- On-site response time
- Remote Service enabled
- Remote Service access, e-response and MyRobot
- E-backup storage via MyRobot to the ABB server or your own server.
Customer Service – Close to wherever you are

ABB’s global service presence is unmatched, with more than 100 service locations spread across 53 countries. More than 1300 dedicated specialists are on hand to provide service and support for you and your robots 24 hours a day, 7 days a week, 365 days per year. Anytime and anywhere you need us, we will be there.

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