**FAQs - Long Term Service Agreement (LTSA) for gearless mill drive (GMD)**

1. **What is a LTSA for GMD? A Long Term Service Agreement or "LTSA" is a contract between ABB service and a mining customer.**

A LTSA is the most efficient way to manage the life cycle needs of your drive systems and reduce the cost of maintaining them over time. A LTSA combines one or more service products in a simple agreement that is customized to meet your site-specific requirements for preventive, predictive and corrective maintenance.

1. **What are the most common service products recommended by ABB in a LTSA?**

Scheduled Maintenance leaded by an ABB Lifecycle Manager, combined and optimized with Remote Diagnostic Services

1. **Is there a minimum duration for a LTSA contract?**

ABB recommends having at least a three-year agreement to create a valuable lifecycle management of the drives systems

1. **What are the advantages of a LTSA?**

* Optimized asset performance;
* Fast emergency response;
* Predictable maintenance costs;
* Single point of contract to a dedicated ABB lifecycle manager;
* Guaranteed availability of our personnel;
* Expert support from one of the market and technology leaders in drive systems.

1. **How do I know the services in a LTSA will meet my operating regime?**

Each LTSA is customized to fit your mine's needs. ABB recommends the execution of the services according to the operation regime of your mine.