
ABB Robotics Service Agreements

Securing your productivity. Anytime, anywhere.



ABB's Service Agreements offer peace of mind, enhanced availability, and superior performance.

Our response to your equipment's evolving needs includes flexible options like preventive maintenance, flat fees for spares and labor, and data-driven advisory services.

We take care of your robots, so you can focus on your business.

Technical Support

Our technical support specialists are available during convenient hours to provide remote assistance, ensuring your equipment is up and running with minimal delay.

Onsite Support

ABB customizes and prioritizes onsite response times based on your needs. We offer prepaid labor hour packages to streamline your processes and can even provide resident engineers at your site for agreed timeframes and durations.

Data-Driven Services

ABB's Data-Driven Services provide full transparency on the condition and operation of your robots and fleet. They offer various use cases, from one-time data sharing to live connections. By assessing robot health, these services boost productivity, sustainability, reliability, and uptime.

Maintenance

ABB's maintenance services extend the lifetime of your robot equipment, reduce service calls, and minimize downtime. We offer comprehensive Preventive Maintenance, including necessary adjustments and lubrication, or a leaner option with an Inspection focusing on functional checks.

Total Cost of Ownership

ABB's flat fee services provide complete control over your service costs by fixing your annual expenses for spare parts and labor. Typically, the cost of a single incident call exceeds the flat fee module.

Training & Software

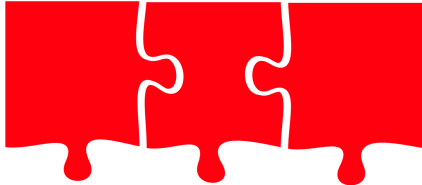
Our prepaid training packages offer flexibility for staff updates at ABB facilities or customized on-site training. For on-demand learning, use our RoboMasters Training App. Experts can also benefit from premium licenses for RobotStudio® or OptiFact™ to simulate and optimize production.

Tailored Service Agreements

Unmatched flexibility with customizable Service modules:

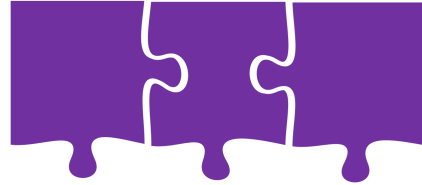
Technical Support

Technical Support (Hourly/daily availability) Remote Video Assistance Remote Access



On-site Support

Response time (4-48 hours) Prepaid labour packages (10-100 hours) Resident engineer (hours, days, weeks...)



Data-Driven Services

Condition monitoring & diagnostics Backup Management Asset optimization Condition-based maintenance Standby Energy Optimization Program Optimization



Maintenance

Preventive maintenance Inspection



Total cost of ownership

Spare part flat fee Labour flat fee Fixed Travel fee



Training & Software

Prepaid training package RobotStudio Premium RoboMasters OptiFact



Learn more:

