ABB Chemical Care

The global standardized service agreement framework that helps our customers

1. We start with your assets so we're on the same page

Drawing from our installation database, ensuring revision levels and performing a health check if desired

<table>
<thead>
<tr>
<th>Control Systems</th>
<th>Drives and Motors</th>
<th>Electrical Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instrumentation</td>
<td>Measurement Products</td>
<td>Power Products</td>
</tr>
<tr>
<td>Robots</td>
<td>SCADA Systems</td>
<td>Telecommunications</td>
</tr>
</tbody>
</table>

2. We work with you to understand your needs

<table>
<thead>
<tr>
<th>If you need</th>
<th>Then you should consider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely local and remote support?</td>
<td>Rapid response to issues.</td>
</tr>
<tr>
<td>Added asset and process support?</td>
<td>Services supporting maintenance.</td>
</tr>
<tr>
<td>Improved and updated skills?</td>
<td>Training for plant personnel.</td>
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<tr>
<td>New features and functions?</td>
<td>Equipment lifecycle support.</td>
</tr>
<tr>
<td>Parts and repair availability?</td>
<td>Equipment repair support.</td>
</tr>
<tr>
<td>High asset utilization?</td>
<td>Optimized equipment and processes.</td>
</tr>
<tr>
<td>Lower production costs?</td>
<td>Reduced variable production expenses.</td>
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<tr>
<td>Longer asset lifecycle?</td>
<td>Increased return on investment.</td>
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<tr>
<td>Higher production?</td>
<td>Maximized asset and process availability.</td>
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<tr>
<td>High asset and process reliability?</td>
<td>Predictable asset and process performance.</td>
</tr>
</tbody>
</table>
3. Together, we determine the care package that meets your needs
Starting with a LifeCycle Assessment, if desired

1. Rapid Response

Silicone plant in Brazil
Needed guaranteed response for corrective service and technical support for their control system.

We meet that need with **RAPID RESPONSE**
Guarantees fast and flexible service response to maximize equipment availability.

Customer Benefit: **Higher availability**
Equipment covered: ABB Freelance Control System
Services include: 24/7 Technical Support, Corrective Maintenance, and Recommended Parts

2. Lifecycle Management

Polymer plant in US
Needed to improve operator procedures and responsiveness, and connect to other systems and devices.

We meet that need with **LIFECYCLE MANAGEMENT**
Provides powerful tools and our knowledge base to optimize and extend equipment life.

Customer Benefit: **Better asset performance**
Equipment covered: ABB System 800xA Human-Machine Interface and ABB Network 90/INFI 90/ Harmony Control System
Services include: Automation Sentinel subscription, 24/7 Technical Support, and Training

3. Performance Improvement

Ketene cracking plant in Germany
Wanted to boost control system efficiency without having to invest in new equipment.

We meet that need with **PERFORMANCE IMPROVEMENT**
Increases productivity through usability and efficiency optimization of equipment and processes.

Customer Benefit: **More quality production**
Equipment covered: ABB Freelance Control System
Services include: ABB Control Loop Performance Service powered by ServicePort

4. Operational Excellence

Propylene plant in the US
Needed to reduce emergency maintenance, cut maintenance costs, improve reliability and extend asset life.

We meet that need with **OPERATIONAL EXCELLENCE**
Collaboratively manages your assets, operations, and risk to deliver strategic business results.

Customer Benefit: **Improved operations**
Services include: Reliability process analysis & benchmarking and Reliability process development
4. We apply expert people, processes and tools to perform services
From engaging with ABB’s Collaborative Operations Network to using Field Service Maintenance Management software

5. Let’s get started
Choose the options that optimize your agreement.