Users of heating, ventilation and air conditioning (HVAC) systems can now ensure that ABB low voltage AC drives used on pumps and fans remain fully functional with the introduction of an ABB drive care contract.

The contract covers all ABB low voltage AC drives used to control the speed of pump and fan motors in HVAC applications found in hospitals, airports, offices, leisure centers, supermarkets and the like.

ABB drive care contract is tailored to the needs of building services maintenance teams by providing a range of services that increase the availability and reliability of low voltage AC drives throughout their life cycle.

The four service levels featured in a drive care contract are preventive care, complete care, technical support and response time.

A new maintenance concept
ABB drive care contract aims to:
- Ensure optimum uptime of HVAC system
- Relieve maintenance team stress
- Provide drives expertise where and when needed
- Control costs including maintenance budget

Preventive care
ABB maintains its drives in accordance with drive specific maintenance schedules. These schedules contain annual inspections and component replacements. The contract includes all materials and labor. The contract can also include travel costs.

Complete care
With complete care, drive failure risks are transferred to ABB. As such, ABB not only maintains the drives under contract (preventive care) but repairs the drive should it fail. The contract includes all materials and labor, and also can cover travel costs.

Technical support
ABB provides 24 hours technical support via telephone or e-mail.

Response time
An ABB drive care contract can include a 4 to 48 hours response time (depending on customer location). This option ensures that an ABB service engineer arrives to customer’s site within an agreed time schedule.
Preventive care

What is it?
ABB maintains the drive during its lifetime in accordance with specific maintenance schedule. Annual inspections and aging components replacement increase the reliability and the lifetime of the drive.

What is provided?
- Preventive maintenance carried out by ABB engineers during planned shutdowns
- Scheduled maintenance includes:
  - Regular inspections:
  - Visual inspection, checking, measurements
  - Ordering, delivery and replacement of components
  - Genuine, factory-certified parts
  - Functional testing of the inverter
  - Material expenses and labor included, travel cost can be included if required

What are the benefits?
- Reduced requirement for in-house skills
- Precise cost control
- Extended lifetime of drive

Complete care

What is it?
In case of a failure, ABB ensures the drive is operational through repairing or replacement. Complete care covers every risk associated with the drive. Ideal after the product warranty period.

What is provided?
- In addition to preventive care (see left), complete care provides:
  - Spare parts or modules necessary for a repair
  - Repair or replacement of failed drives under contract
  - Material and labor expenses associated with repair. Travel costs can be included if required

What are the benefits?
- Fixed yearly maintenance budget
- Operational efficiency, thus reduced downtime
- Drive failure risk transferred to ABB

Technical support

What is it?
ABB provides 24 hours technical support via telephone or email.

What do I get?
24/365 access to ABB's drives engineers. Guaranteed arrival of service engineer on site between 4 to 48 hours, depending on customer location.

What are the benefits?
- Fast troubleshooting
- Priority processing of urgent cases

For more information please contact your local ABB representative or visit:

www.abb.com/drives
www.abb.com/drivespartners

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Contract period
An ABB drive care contract typically runs for 12 months minimum. It automatically extends annually unless agreed otherwise. New drives can be easily added to the contract.

How to enter into a contract
ABB drive care contracts are available from the local ABB office. Simply select the services needed - see overleaf - and call ABB for a quotation.

Please note that the following information is needed when seeking a quotation for a drive care contract: ABB drive type(s), serial number(s).