



Sales Brochure

# ABB low and medium voltage drives Drive Services

# ABB Drive Services

## Extending reliable equipment lifetime

ABB knows it's all about equipment performance and how it impacts the bottom line. To ensure long product lifetimes and trouble-free operation, Drive Services offers a comprehensive portfolio of services. Ranging from pre purchase advice through installation, maintenance and spare parts, to repair and retrofit options ABB has your drive covered from cradle to grave.

For decades, ABB has manufactured, installed, and serviced drives for numerous industries and applications. As an industry-leading drive supplier, with continuous investments being made in lifetime services, ABB and its authorized partners and service centers are best qualified to provide service and support for your drives.

## Pre-purchase

An experienced sales team assists customers in selecting services tailored for their specific product and application.

## Field service

An extensive network of ABB certified service engineers and authorized service centers provide expert installation and commissioning services as well as preventive and corrective maintenance throughout the US.

## Replacement parts

ABB, along with our third party channel partners, stock replacement parts locally providing high availability and ensuring prompt delivery. To minimize customers costly downtime, ABB's logistics network operates 24 hours a day, 7 days a week, using air freight and express courier services. Replacement parts can be ordered online using cBOL, ABB's real time spare part information and ordering system, or by calling the drives support line at 1-800-752-0696. In emergencies, customers are provided with a 24 hour replacement part service and guaranteed delivery of replacement parts in the shortest possible time.

## Preventive Maintenance

Drive preventive maintenance services are provided by ABB to combat the risk of failure, increase the lifetime of the drive and lower overall operational cost. Preventive maintenance is per-

formed on-site by ABB Field Service or service partner and includes labor and component replacement based on a drive type specific maintenance schedule. A full service report is provided once the maintenance has been completed.

## Repair services

The ABB Drives Regional Service Center provides fast and reliable certified drive repair. Our repair service includes cleaning, visual inspection, troubleshooting, component repair and complete functional testing. A complete repair report is provided with each repair to present customers with a historical repair log. Each repair is backed by a 12 month warranty.

## Migration & retrofit services

Whether it be upgrading the power structure with components such as IGBTs and capacitors or replacing the entire power module of an enclosure with the current product generation, Drive Services offers customized upgrade programs to meet customers specific application and business needs.

## Drive refurbishing or exchange

To further reduce customer downtime, Drive Services offers an inventory of refurbished drives to our customers for exchange or direct purchase through the Drives Regional Service Center. The drives have been refurbished to like new condition and upgraded with the latest software revision. All refurbished drives come with a 12 month warranty.

## DriveCare Maintenance Agreement

DriveCare takes the worry and responsibility of continued drive maintenance and transfers it directly to ABB. DriveCare is a 6 year, fixed price, maintenance agreement which covers ABB drives commonly used throughout HVAC and Water/Waste Water applications. The agreement includes a preventive maintenance visit, repairs, parts, labor, travel costs, and all warrantable events and associated costs over the six year period.

## Technical support

Throughout the life cycle of your drive, ABB experts are on hand 24/7 to lend support from the simplest to the most challenging of queries. Each call is routed to an appropriate technical expert who will follow your request from inception to resolution.

## Training Services

A skilled workforce is critical to achieve optimized equipment performance. ABB's cost-effective technical training can help customers reap the benefits from their equipment investment. ABB training services offers comprehensive class offerings, certified instructors with applications expertise, world-class training centers, and numerous training options to meet diverse needs.

For Systems visit: [www.abb.us/abbuniversity](http://www.abb.us/abbuniversity)  
For Stand Alone visit: [www.abb.us/drives](http://www.abb.us/drives)

### One team, one number;

1-800-752-0696, Option 1

Use our convenient toll-free number for all your support needs. ABB customer service provides the coordinated support of highly qualified service professionals, 24/7. Whether your request requires on-site, on-line, or telephone support, ABB ensures it will receive the highest priority and dedicated resources.

# Drives Lifecycle Management Services

Product	Maintenance & Field Service			Parts & Repair Services					Support & Remote Services		Migration & Retrofit Services				Training Services			Service Contracts	
	Commissioning	Corrective Maintenance	Preventive Maintenance	Preventive Maintenance kits	Parts	Drive modules	Repair	Refurbishment	Remote Diagnostic Services	SupportLine	Migration Planning	Upgrades	Retrofits	Migration Package	Web Based Training	Classroom Training	On-site Training	Preventive Maintenance	DriveCare
ACS310/320/355					•				•					•	•				
ACH550	•	•	•	•	•	•	•	•	•						•	•	•		•
ACQ550	•	•	•	•	•	•	•	•	•						•	•	•		•
ACS550	•	•	•	•	•	•	•	•	•						•	•	•	•	•
ACS800-U1/-U4/-PC/-U7	•	•	•	•	•	•	•	•	•						•	•	•	•	•
ACS800-U11/-U31	•	•	•	•	•	•	•	•	•						•	•	•	•	•
ACS800-07/-17/-37	•	•	•	•	•	•	•	•	•						•	•	•	•	•
ACS800-x04/-x07	•	•	•	•	•	•	•	•	•						•	•	•	•	•
ACSM1	•	•	•	•	•	•	•	•	•						•	•	•	•	•
ACS850	•	•	•	•	•	•	•	•	•						•	•	•	•	•
ACS880-01	•	•	•	•	•	•	•	•	•						•	•	•	•	•
ACS880-04/-07	•	•	•	•	•	•	•	•	•						•	•	•	•	•
ACS880-x04/-x07	•	•	•	•	•	•	•	•	•						•	•	•	•	•
DCS800	•	•	•	•	•	•	•	•	•						•	•	•	•	•
ACS1000	•	•	•	•	•	•			•	•						•	•	•	•
ACS2000	•	•	•	•	•	•			•	•						•	•	•	•
ACS5000	•	•	•	•	•	•			•	•						•	•	•	•
ACS6000	•	•	•	•	•	•			•	•			•			•	•	•	•
Megadrive LCI <sub>1</sub>	•	•	•	•	•	•	•		•	•	•		•				•	•	•
ACS350					•				•						•	•			
ACS604/607/627	•	•	•	•	•	•	•	•	•	•	•	•			•	•	•		
DCS500/600	•	•	•	•	•	•	•	•	•						•	•			
Megadrive LCI <sub>2</sub>		•	•	•	•	•	•	•	•	•			•						
ACH550-BC/BD/VC/VD				*	*		*		*		*		*						
SAMI STAR	*	*	*	*	*	*	*	*	*	*	*		*						
SAMI MEGASTAR	*	*	*	*	*	*	*	*	*	*	*		*						
ACV700	*	*	*	*	*	*	*	*	*	*	*		*						

ABB Lifecycle Phases

Active

Classic

Limited

Note: If your installed drive product or system is not listed in the matrix above, please call ABB for more detailed information about which services are available.

Within Limited and Obsolete Lifecycle Phases the matrix indicates " \* " to represent what is available on a limited basis.

- 1 - 800PEC Control
- 2 - PSR2 Light Firing

# Contact us

## **ABB Inc.**

Drive Services

16250 W. Glendale Drive  
New Berlin, WI 53151 USA

Customer Service Center

Ph: 1-800-752-0696

Fx: 1-800-648-2072

E-mail: [abb.mail@us.abb.com](mailto:abb.mail@us.abb.com)

Web: [www.abb.us/drives](http://www.abb.us/drives)

DRVSRV-PHPB01U-EN REVH Effective 08/13/2013 Subject to change without notice.

Power and productivity  
for a better world™

