

ABB Ability™ Remote Assistance for drives

Service product description

Remote Assistance automatically and continuously collects performance data from drives. The data collected allows faster reactions in failure cases. Service engineers from the local ABB team can utilize this data to provide support.

Value to customer

- Remote access to local ABB service engineers with drive-specific performance data
- Faster identification and resolutions of the problems lead to reduced downtime in failure cases

Service includes

- Remotely collecting drive performance data
- Sending automatic notifications of failure to the customer via email (this service feature is available only if NETA-21 is used as the connector)
- Troubleshooting by local ABB service engineers in failure cases, following a customer request
 - Available 8/5 or 24/7, depending on the country
 - Two-hour response time within available hours
- Local ABB service engineers with drive data available
 - Automatically gathering failure information, parameter files, and logs in failure cases
 - Troubleshooting instructions for the most common types of failure
 - Continuously collecting signal trend data from drives
- An annual service report

Service does not include

- Proactive phone calls from ABB personnel in cases of failure

- Making drive performance data available to the customer online
- Changing drive settings remotely
- The hardware needed to setup the remote connection (must be purchased separately)

Product coverage

- ACS800, ACS880, ACS1000, ACS2000, ACS5000, ACS6000, ACS5000W, LCIPEC

Customer responsibilities

- Providing a connection to the public internet (internet cabling and power connection close to the drives)
- Opening the required ports on the firewall
- Ensuring that the person changing drive settings is a competent electrician, and is responsible for safety on site
- Keeping drive and contact information with ABB up-to-date

Other terms

- According to the agreement between ABB and the customer



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

www.abb.com/drives
www.abb.com/searchchannels

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