



ABB Turbocharging Greece and Cyprus

Power and productivity
for a better world™

ABB

ABB Turbocharging in Greece and Cyprus

ABB Turbocharging is the world's premier supplier of exhaust gas turbochargers for 2-stroke and 4-stroke diesel, gas and dual-fuel engines in the power range from 500 kW to well over 80 MW. Worldwide, over 200,000 ABB turbochargers are in operation, on ships, in power plants and compressor stations, on locomotives and in heavy off-highway equipment.

ABB Turbocharging's well established presence in Greece and Cyprus centers on Service Stations at Pireaus, Greece and at Limassol, Cyprus. From these locations we offer customer proximity and rapid response to all the service needs of ABB turbocharger end users in Greece and Cyprus.

Original Parts and Original Service from the source

Our aim is to keep your turbocharger in top condition, engine power high and fuel bills low. ABB Turbocharging Service in Greece and Cyprus offers turbocharger maintenance, repair and overhaul, using knowledge, technology and expertise available only to the turbocharger manufacturer. Only ABB Turbocharging Original Parts – new or reconditioned – are fitted during Original Service carried out by our own highly qualified technicians.

ABB Turbocharging Original Service operations are backed by the sophisticated, fast-track spare-part logistics arrangements at our Service Center in Switzerland. This is complemented by access to the spare-part inventories of every ABB Turbocharging Service Station worldwide and the comprehensive turbocharger operating histories stored in our extensive ATURB database.

Our Original Parts and Original Service solutions and processes

Preventive and responsive Original Service using Original Parts

Overhauls of ABB/BBC turbochargers of all types and sizes

Renewal of ABB/BBC turbocharger Original Parts

Reblading

Dynamic balancing

Shaft repairs (metal-spraying)

Bead blasting of components

Hydro and ultrasonic testing of casings

Hardness test of compressor wheel

Retrofits (replacement of old turbochargers of any make by new ABB turbochargers)

Troubleshooting/installation of measuring systems e.g. vibration, speed and oil flow

A mobile workforce, on call 24 hours a day, 365 days a year

Complete, up-to-date technical documentation

Support by the global ABB Turbocharging Service network

CPEX Customer Part EXchange of reconditioned Original Parts

Delegated servicing, repair and overhaul, including:

– Operation Performance Package (OPAC)

– Maintenance Management Agreement (MMA)

– Auxiliary Maintenance Agreement (AMA)

– Safety Design Concept (SIKO)



Proactive solutions

Our proactive Original Service solutions:

- Operation Performance Package (OPAC)
- Maintenance Management Agreement (MMA)
- Auxiliary Engine Maintenance Agreement (AMA)
- Safety Design Concept (SIKO)

These offerings provide simplified scheduling and monitoring of work and parts procurement, while allowing maintenance, repair and overhaul to be coordinated with engine operating schedules.

OPAC

With the OPAC, engine operators delegate maintenance, repair and planned overhauls of turbochargers entirely to ABB Turbocharging's global service network. Eligible for OPAC delegated product care are 2-stroke and 4-stroke diesel, gas and dual-fuel engines in both marine and stationary applications.

For a fixed price per operating hour and an agreed number of operating hours – for example, 20,000 or 60,000 – ABB Turbocharging Service takes over responsibility for the reliable, economic operation of the turbocharger. This ensures prompt proactive, preventive Original Service that is well planned. All work is carried out by ABB Turbocharging's highly qualified technicians using only ABB Turbocharging Original Parts. All OPAC agreements are customized to specific servicing requirements based on detailed assessment of the turbocharger operating profile.

MMA, AMA

MMAs target turbocharger end users who want close support of servicing rather than complete delegation. ABB Turbocharging proactively informs the turbocharger user of an approaching service event, well in advance, and prepares a quotation in the form of standardized, predefined packages, including negotiated fixed labor rates. MMAs give the turbocharger end user the benefits of early ordering while allowing ABB Turbocharging to support the management of the equipment. A variant of MMA, AMA offers simplified servicing of onboard generator sets based on an exchange turbocharger concept.

SIKO

An integral, vital element of ABB Turbocharging's OEM service philosophy, the SIKO safety design concept is our central tool for establishing maximum operating time parameters for vital turbocharger components. It involves the definition of the optimum number of safe running hours for a given component before its replacement. This is based on a powerful combination of extensive turbocharger testing, our experience of safe turbocharger operation and precise statistical and fatigue analysis. It results in the assignment of an effective lifetime for components as the basis for the planning of turbocharger inspection, maintenance and overhaul. With service scheduling based on SIKO, we can help you keep your turbocharger in top condition. The benefits are optimized power, fuel economy and emissions as well as maximized reliability, availability and safety.

Features

Highest availability of specialists	
ABB trained technicians at over 100 Service Stations around the globe	
Product and service database	
Worldwide service network	
Technical consulting: 24-hour, reliable all-year round source for Original Parts and Original Service	
Extensive stocks of Original Parts for all current ABB turbochargers	

Benefits

Ready access to professional application consulting
Minimal downtime, maximum availability
Rapid response based on close knowledge of your turbocharger/application
Direct, local access to ABB Turbocharging technology and know-how
Fast problem solving from the most reliable source
24-hour availability of 98% of all spare parts

Quality from the word “go”

We strive to ensure consistently high quality in Original Parts and Original Service, including consulting, sales and proactive service offerings. To do this, we rely on three things.



1. Highly qualified employees in more than 100 Service Stations.

Regular, specified training ensures that technology transfer is optimal and that Original Parts and Original Service work is always state-of-the-art. All stations are also regularly audited internally – your assurance of the same high ABB Original Service standards all around the world.

2. ATURB centrally managed, continuously updated database that can be accessed by every Service Station.

Contents include data on approaching 150,000 installations (engine types, engine builders, application areas) and on almost 17,000 spare parts (specifications, weight and price). The complete information on each of over 200,000 ABB turbochargers in the field is stored, from type and specification to product and service history. This assures customers that the correct, most technologically advanced Original Part will always be fitted during Original Service work.

3. Original Parts availability of at least 98 percent, with fast-track deliveries worldwide.

Advanced online and offline logistics guarantee the fastest possible order processing and delivery – non-stop.

Network standards



Global uniformity

To ensure a uniform, rapid response to the needs of turbocharger end users and consistent standards of workmanship during Original Service operations, all ABB Turbocharging Service Stations

- Are equipped to the same high technical standards
- Use the same, frequently updated turbocharger servicing practices

The human element

Having the best Original Parts and the best equipment is only part of the equation. The benefits of OEM know-how that apply to ABB Turbocharging Original Parts apply equally to the workmanship used by our service engineers and technicians during Original Service work.

ABB Turbocharging ensures the highest quality in a finished maintenance, repair or overhaul job via the continuous qualification of our staff. Having our Training Center on the same site as our main producing works in Switzerland ensures ready access to the latest turbocharger technology and the immediate transfer of works know-how to the service network.

Right first time

A very tangible benefit of using Original Parts fitted during Original Service by ABB Turbocharging's highly qualified technicians is the extremely high probability that maintenance, repairs and overhauls will be right at the first time of asking – in addition to the ABB Turbocharging Original Parts and Original Service Warranty. This ensures minimal downtime, while the quality of Original Parts and Original Service results in maximized long-term turbocharger efficiency and reliability, translating into dependable operation between scheduled overhauls.

CIAC

To ensure that customers are kept informed of technical updates and product upgrade opportunities we offer our "Customer Information and Awareness Courses" (CIAC). CIACs reflect ABB Turbocharging's belief that customers should have access to all the information that they need in order to get the most out of their turbochargers and maximize their productivity and profitability. Within a full range of relevant topics, from first principles of turbocharger operation via cleaning to repair and maintenance procedures, CIACs can be tailored to the specific needs of every end user.



Your gateway to the globe

When you need Original Parts and Original Service from ABB Turbocharging, our qualified specialists ensure professional maintenance, repair and overhaul by following the same high standards no matter where you are worldwide.

For ship owners with vessels operating international routes outside Greece and Cyprus, your local Service Station is your gateway to ABB Turbocharging's entire global service network.

Contact your local Service Station and we will arrange Original Parts and Original Service with the ABB Turbocharging Service Station nearest to your turbocharger.

Your staff will benefit from working with an identifiable, familiar contact person in the same language and same time zone, you can pay in your local currency and do business under your local legal system.

Round-the-clock service

ABB Turbocharging Original Parts and Original Service are available 24 hours a day at over 100 Service Stations around the world. ABB Turbocharging has set up fully certified Service Stations to provide customer support at strategic locations on every continent.

Our strategy is your guarantee that well-trained service and support staff are always close, wherever you are.

Our 24-hour hotline numbers are:

Greece +30 210 42 12600

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Global support

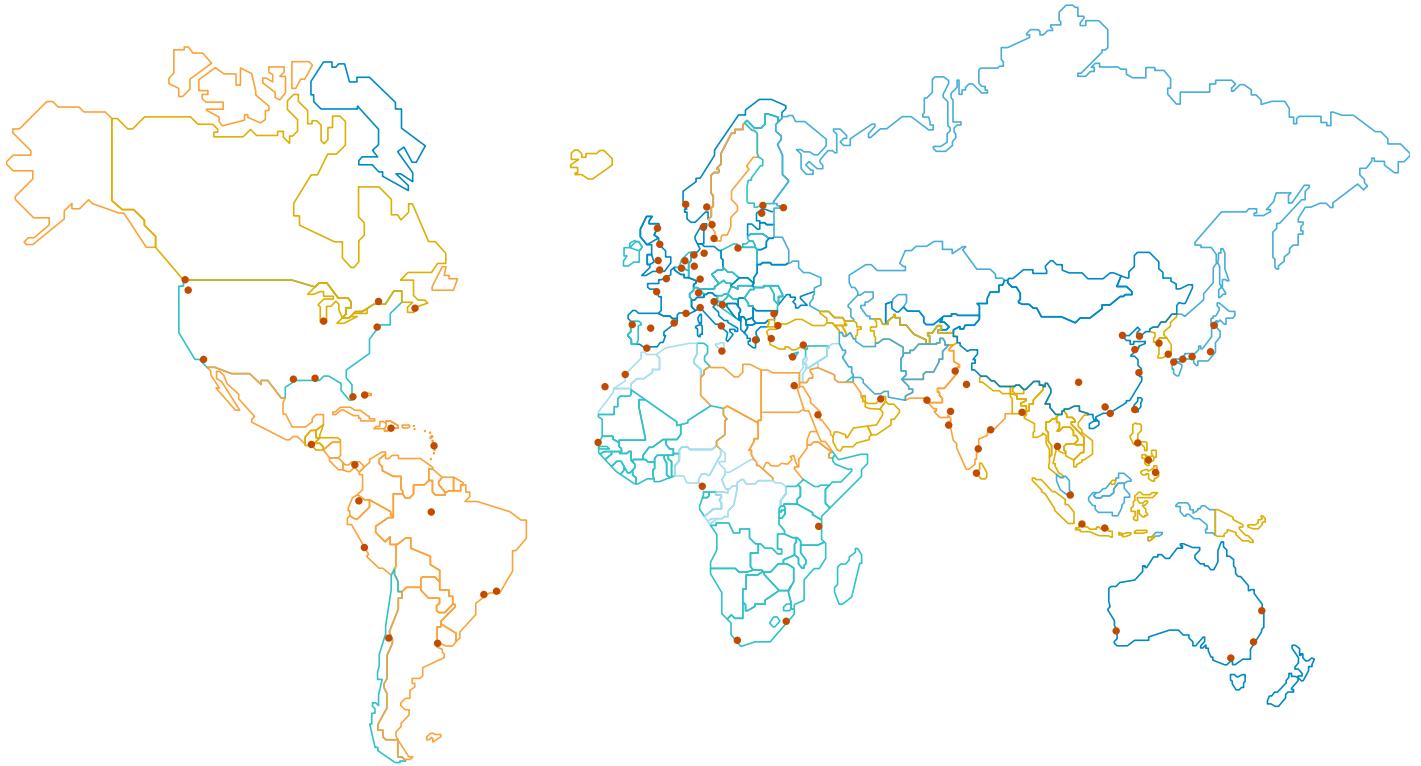


ABB Turbocharging global Service network

ABB Turbocharging Service Stations are linked via the company's own computer network to headquarters in Switzerland. Fast, direct access to the case history of every ABB/BBC turbocharger in operation ensures optimal, proactive customer support. Original Service needs can be immediately identified and Original Parts ordered and dispatched by the fastest means available. Our turbocharger service organization is on call 24 hours a day.

ATURB@WEB

This service database, located at our headquarters in Baden, Switzerland, provides information on more than 200,000 ABB/BBC turbochargers currently in operation worldwide. All our main Service Stations around the globe are linked online to this database, so no precious time is lost in locating spare parts.

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