

Advant Master Services for Advant Master process control systems

These services can be purchased stand-alone or bundled with other offerings. Our Assured Performance AgreementSM (APA) service contract program offers cost-effective service bundles and complimentary service solutions to align with your specific service requirements.

Support and Remote Services

<p>SupportLine Basic Complimentary With any APA service purchase*</p>	<p>ABB technical telephone support, SupportLine Basic, includes two telephone contact cases (maximum one hour of telephone support time) per year. Includes a 4-hour response time commitment.</p>
<p>SupportLine</p>	<p>ABB technical telephone support is available 24-hours a day. Each case is carefully tracked through resolution. Our global support network is available if escalation is required. A SupportLine subscription provides a cost-effective solution and elevated call priority with response time commitment based on subscription type. Three Service Levels: SupportLine Bronze (10 Support hours), SupportLine Silver (20 Support hours), SupportLine Gold (35 Support hours).</p>
<p>SolutionsBank Basic Complimentary*</p>	<p>Subscription access to a sub-set of ABB SolutionsBank web-based technical product information, specifications and alerts. Visit http://SolutionsBank.abb.com for your complimentary subscription.</p>
<p>SolutionsBank</p>	<p>Web-based, self-service technical support for ABB technology via the Internet. Obtain technical information, auto-notification of information relevant to your installed ABB equipment, SupportLine case tracking, software revision downloads, up-to-date trouble-shooting guides, and more. For subscription details visit http://SolutionsBank.abb.com</p>
<p>Remote Diagnostics Services (RDS) (includes SupportLine Gold)</p>	<p>ABB process control system specialists, with access to historical and real-time data, provide site- and system-specific support. A secure, high-speed remote connection between your system and ABB experts significantly improves diagnosis and response time for on-demand and scheduled maintenance activities. For additional information visit www.abb.com/remotediagnostics</p>
<p>Three Service Levels:</p> <ul style="list-style-type: none"> – RDS Troubleshooting – On-demand support connectivity to assist in diagnosing system problems via a secure, high-speed remote connection. Includes telephone technical support. – RDS Periodic Maintenance – Scheduled quarterly remote collection and analysis of control system data for evaluation of system asset health. Includes telephone technical support and Remote Troubleshooting. – RDS Continuous Monitoring – Continuous remote monitoring of control system assets provides alerts to system issues before they become a problem. Real-time notifications are automatically generated and sent to ABB's SupportLine queue for early warning and diagnosis. Includes telephone technical support, Remote Troubleshooting services and Periodic Maintenance. 	
<p>Emergency On-Site Response</p>	<p>Support response-time is guaranteed based on your service requirement. Check with your service representative for availability in your area.</p>
<p>Maintenance and Field Service</p>	
<p>Requirements Assessment Complimentary*</p>	<p>The annual Requirements Assessment is part of the service needs-discovery process. Experienced ABB personnel, discuss business objectives, asset maintenance requirements, and maintenance goals to ensure that changes in business strategy or maintenance requirements are integrated into the service maintenance program.</p>
<p>Demand Service Preventive and Corrective</p>	<p>Knowledgeable and experienced ABB field engineers are supported by ABB's global systems, tools and specialists to provide service solutions for Advant Master specific preventive and corrective maintenance requirements.</p>
<p>Scheduling specific preventive and corrective services in advance enables us to provide the best qualified service personnel to satisfy the requirement. A commitment for a specific number of maintenance hours within an APA agreement provides the opportunity for reduced cost, based on hours needed.</p>	
<p>Firmware Management Service</p>	<p>Firmware upgrades assure component compatibility and improved system maintainability. Subscription pricing is significantly below firmware list prices. This can also be purchased as an add-on to the Automation Sentinel control system software maintenance program.</p>

BatRAM Management Services	Cost effective battery-backed random access memory (BatRAM) for critical control modules, reduces module replacement cost due to failed BatRAM incorrectly identifying module status as "failed". This service assures component compatibility, improves system reliability and eliminates failed BatRAM discovery upon restart after shutdown.
System Health Check	Improves system performance and efficiency by identifying system snarls through analysis of hardware, software, Ethernet/control system communications, and existing maintenance program effectiveness. Recommendations are provided based on findings.
Network Service	Provides a complete network evaluation and upgrade. Network service specialists pinpoint sources of sluggish performance and optimize networks to minimize interruptions, improve data traffic flow, productivity and security.
Software Management Services	Provides assistance with new software and/or upgrade release implementation. Concordance checks between running configurations and off-line files are performed to assure that reliable back-ups are available. Computer operating system and software disaster recovery back-ups are also maintained.
Security Validation Services	When applying security policies to your ABB process control systems, it is important to verify that the policies are compatible with the functionality of the systems. ABB service has the expertise to test for compatibility and to apply your security policies to your ABB systems and products.
Power Quality and Grounding Audit	Provides a detailed analysis of incoming power quality and grounding grid integrity and its effects on connected devices and internal power systems. Survey findings pinpoint specific problem areas and provide fixes.
Training Services	
AVIBank Complimentary*	Access to AVIBank (ABB Video Instruction Bank) includes access to system specific videos. These cover various topics. For example: "System 800XA Process Portal for Advant Master AC400 and MP 200 controllers". Visit http://SolutionsBank.abb.com for your complimentary subscription.
Gap Analysis	ABB University professionals interview maintenance supervisors to identify required skill sets and knowledge gaps for each employee. A documented analysis provides training availability and recommendations.
Coaching/Refresher Training	ABB University customized competence-building programs are designed to help on-site personnel to maintain efficiency in ABB equipment configuration, operation and maintenance. Delivered at plant site.
In-Center Courses	
– A221 Advant Controller 400 and Advant Station 500 OS Maintenance I	The course goal is to teach maintenance and repairs of an Advant 410 or Advant 450 Controller with Advant Station 500 Operator Station, and how to expand the system. A typical student for this course is a maintenance technician.
– A240 Advant Controller 400 and Advant Station 500 OS Maintenance	This course teaches maintenance and repair of Advant 410 or Advant 450 Controllers with Advant Station 500 Operator Station, and how to expand the system.
– A331 Advant Controller 400 with S800 I/O and MasterPiece 200 Configuration and Operation	The course goal is to teach students how to operate and configure the Advant Controller 400 Series with remote S800 I/O and MasterPiece 200 controllers. It also teaches how to write control programs in the ABB MasterPiece Language (AMPL).
– A351 Advant Station 500 OS Configuration and Operation	The course goal is to teach the basic skills to operate and configure the software in the Advant Station 500 series Operator Station. A typical student for this course is a system, process, application, instrumentation, electrical, or service engineer.
– T320 System 800xA for Advant Master Configuration	The goal of this course is to learn the installation, configuration and maintenance of the Extended Automation System 800xA for Advant Master AC400 and AC100.
Parts and Repair Services	
BusinessOnline Complimentary*	Subscription to web-based parts and repair services. Secure Internet tools provide access to price, availability, order acknowledgement, tracking, order history and more – for thousands of ABB products, parts and repair services. Visit www.online.abb.com for your complimentary subscription.
Emergency Parts	Emergency replacement parts ordering is available 24 hours a day. Once your order is received, our global logistics network uses standardized processes and tools that ensure the highest quality parts are efficiently delivered to your site.
System Support	Access to local and global parts inventories extends and facilitates the availability of new and refurbished parts for previous generations of ABB systems, as long as technically and commercially feasible.
Test and Inspection	ABB ISO 9002-certified testing centers utilize state-of-the-art automated test equipment. Component-level, multi-level, in-circuit and full-functional testing, and environmental stress testing is available for ABB and other manufacturer's parts.
Repair and Refurbishment	Provides an economical alternative to new part replacements. ABB ISO 9002-certified repair network provides repairs, reconditioning and version management that meet or exceed original equipment specifications. A full one-year warranty is included for ABB and qualified non-ABB repair and refurbishments.
	In most cases, a complete stock of new and refurbished parts is available for Advant Master systems. Check with your Service Account manager for specific availability.

Parts Inventory Management Programs	<p>ABB parts programs help you to effectively plan for parts and repair expenditures, and provides a monthly payment schedule, based on historical usage or anticipated demand.</p> <ul style="list-style-type: none"> – Smart Spares – Provides a secure parts location and barcode technology for inventory management assistance. Includes an auto-restocking feature, through the ABB parts logistics center via Internet connection. – Inventory Access – A monthly subscription provides site-specific compliment of spare parts, which is maintained locally or on-site. ABB retains ownership of parts until they are put into service.
Parts Inventory Analysis	Identifies over- or under-stock conditions, based on predicted requirements, lifecycle expectations and standard stocking levels. Assists in determining optimal on-site parts stock quantities.
Parts Advantage Program	This program, included in the Assured Performance Agreement contract program, offers several levels of participation based on anticipated parts and repair expenditures – for all technologies at the site. Benefits include parts usage reports, inventory audits, and after-hours transaction fee savings.
Migration and Upgrade Services	
Evolution Plan Complimentary*	System evolution planning services over the life of the control system, provide a periodic review of installed systems status and recommendations for evolution planning. Considering system lifecycle status changes and the availability of new functionality, ABB will help to define a strategic evolution roadmap to optimize system functionality.
System Software Management	The Automation Sentinel software lifecycle management program, extends the support for and value of existing ABB control system software investments. The scope of the program includes new software versions for installed control system software, upgrades to newer software products for installed systems and evolution to ABB's latest system software technology, System 800xA. The program provides the support of the installed systems with periodic software updates incorporating system improvements and maintenance updates. A subscription also includes online access to download new software releases, software product documentation and access to technical telephone specialists for software installation and upgrade support. As a service to subscribers, ABB reviews and tests the monthly Microsoft security updates and provides qualification reports to help minimize user risk and test efforts. Automation Sentinel provides evolution to 800xA software typically at a savings of over 50%!
Lifecycle Audit and Report	Provides site audits to analyze control system hardware, firmware and software levels. Site audit report clearly explains the most effective migration path towards the latest technology.
AdvaCommand (UNIX) and MasterView	ABB Advant 500 Series UNIX based OS500 operator stations and old MasterView stations can be evolved to System 800xA Process Portal Operator Stations. System 800xA Process Portal Operator Station software offers complete integration with all existing process controls systems and quality control systems (QCS) platforms. Its features include Operations, Asset Optimization, System Management, Information Management, and Batch Management. Existing graphic displays can be converted to the 800xA Process Portal format for minimal impact to operations personnel. System 800xA provides more powerful facilities (in addition to TTD logs) to archive the historical data. (System 800xA Software can be purchased directly or obtained at no charge as part of ABB's Automation Sentinel program.)
AC400 and MasterPiece 200/1 Series Controller Evolution	Upgrade ABB MasterPiece and Classical AC100 and 400 series controllers to the latest AC160 and AC450 Controllers by keeping the original application intact. Application optimization to improve the controllers' memory usage and the overall controllers' load.
Engineering Tools Evolution	<p>The MasterBus300 control system network tools upgrade is available for operator workstations and engineering stations (ES120). This upgrade allows communication with current technology and is backward compatible to enable continued communication with older equipment.</p> <p>Tools Library Upgrades are available for Power Turbine and Pulp and Paper applications (e.g. Advant Power Control for Power control system applications, Pulp and Paper Libraries for ACCURAY system).</p> <p>Non-current AMPL (Advant Master Programming Language) engineering station software can be upgraded to new 'Control Builder' engineering software.</p>
MasterBus200 Evolution	First generation independent MB200 can be upgraded to MB300. This upgrade provides relevant hardware upgrades (controllers, etc.).
S400 I/O Evolution to S800 I/O	Standard S800 I/O technology utilizes prefabricated cables and reuses the Block I/O termination base to eliminate disturbance to existing field wires and disruption to plant operation.
CRT to LCD Monitor Upgrade	Replacement LCD table top style monitors for Advant Master operator workstations are available.

System Application Engineering Services

Requirements Assessment Complimentary*	The annual Requirements Assessment is part of a needs-discovery process to identify application engineering requirements and determine project scope and availability of service.
Display Building Service	An ABB application engineer will work with your operation and engineering staff to modify purchased video display packages. ABB can further work with your staff to develop new video display packages necessary to meet operational requirements.
Configuration and Commissioning Service	ABB installation, configuration, and commissioning services include but are not limited to: on-site coordination and installation scheduling, additional hardware and software installation coordination, control loop services, process analysis and troubleshooting, and implementation of engineering change notices.
Performance Evaluation Reporting	ABB, in cooperation with your management team, will develop a system performance report that meets site and ABB requirements. The report will be completed and periodically distributed by the ABB application engineer.
On-site Training	ABB application engineers are available to deliver high-level, specific, on-site training focused on equipment operation and control utilization. On-the-job training focused on technical understanding of ABB equipment is available.

Engineering and Consulting/Optimization Services

Requirements Assessment Complimentary*	The annual Requirements Assessment is part of service needs-discovery process to identify and recommend Optimization Services to compliment your site maintenance strategy.
PID Loop Tuning Services	Loop Tuning Services deliver loop performance excellence, providing significant manufacturing cost savings through improved product quality, reduced waste, and increased uptime. <ul style="list-style-type: none">– Software installation and Configuration includes Loop Performance Manager (LPM)** software installation and verification of communications to the control system, configuration service, on-site introductory software training.– Loop Tuning and Auditing of a pre-determined number of loops and report of as-left tuning parameters.– Loop Evaluation and Re-tuning includes periodic service visits to examine performance and re-tune loops if required and a detailed report of findings.
Small Boiler Controls Upgrade	State-of-the-art renewal for aging boiler controls provides simplification of boiler start-up and operation, efficient fuel consumption, maximum boiler efficiency and reduced cost.
Industrial Boiler Fingerprint	Boiler benchmarking establishes current performance and provides a basis for evaluating and identifying improvement opportunities. The resulting diagnostic report provides improvement recommendations and associated estimated ROI. For boilers up to 50 MW.
Process Fingerprint	A process benchmark establishes current process and control performance and provides recommendations for improvement. The resulting implementation recommendations support product stability and overall process performance improvement.

*No purchase required.

**Loop Performance Manager (LPM) software is proprietary PID loop tuning and auditing software developed and distributed by ABB.

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