**FAQs – Periodic maintenance reports (PMRs) for gearless mill drives (GMDs)**

1. **What are periodic maintenance reports (PMRs) for gearless mill drives (GMDs)?**

PMRs for GMDs address both preventive and predictive maintenance of a GMD by:

* providing an estimate of the system health status
* detecting failure modes at an early stage

PMRs for GMDs provide the following benefits to the customer:

* reduction unplanned shutdowns
* simplified root-cause analysis
* detection of signal loss and freeze
1. **What can the customer expect to receive over the period of one year?**

Quarterly reports analyzing health & operational status are sent to the customer. Moreover an ABB lifecycle manager always follows up with the customer.

1. **What ABB equipment needs to be installed on site in order to receive PMRs for GMDs?**

A gearless mill drive system and DriveMonitor

1. **Is an Internet connection necessary on site in order to receive PMRs for GMDs?**

Yes, an Internet connection should be available. DriveMonitor™ needs this connection in order to send the data to our secure ABB servers. Moreover, the quality of the connection should meet the following minimum requirements:

Speed: >500 kbps (kilo bits per second)

Availability: The connection must be reliable and available 24-hours a day

Network cap: The connection must be unlimited (i.e. there must be no capacity limit)

1. **Why is the ABB Remote Access Platform (RAP) necessary for delivering PMRs for GMDs?**

ABB provides remote diagnostic services based on the ABB Remote Access Platform (RAP). RAP is used for establishing a secure connection between the ABB servers and DriveMonitor. The setup needed on the customer’s site in order for ABB to provide Remote Diagnostic Services is described in the “RAP- Architecture and Security overview”.

ABB can provide more detailed information and assistance where needed.