INDUSTRIAL AUTOMATION

ABB Chemical Care
Service agreements built with care
ABB Chemical Care
The global standardized service agreement framework that helps our customers

- **Cut complexity**
  Less time wasted. Fewer hassles. Simplified service interaction. Services performed safely and efficiently with one point of contact from the start through the duration of the contract.

- **Control cost**
  More predictability. Fewer surprises. Consistent service delivery. Structured approach with fixed annual pricing, so customers have a consistent experience every time.

- **Maximize capital**
  ABB equipment. Your equipment. Customized service alignment. Issues detected early enough to take action, and improvements implemented that avoid problems and sustain gains.

1. **We start with your assets so we’re on the same page**
Drawing from our installation database, ensuring revision levels and performing a health check if desired

<table>
<thead>
<tr>
<th>Control Systems</th>
<th>Drives and Motors</th>
<th>Electrical Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instrumentation</td>
<td>Measurement Products</td>
<td>Power Products</td>
</tr>
<tr>
<td>Robots</td>
<td>SCADA Systems</td>
<td>Telecommunications</td>
</tr>
</tbody>
</table>

2. **We work with you to understand your needs**

<table>
<thead>
<tr>
<th>If you need</th>
<th>Timely local and remote support?</th>
<th>Added asset and process support?</th>
<th>Improved and updated skills?</th>
<th>New features and functions?</th>
<th>Parts and repair availability?</th>
</tr>
</thead>
<tbody>
<tr>
<td>High asset utilization?</td>
<td>Lower production costs?</td>
<td>Longer asset lifecycle?</td>
<td>Higher production?</td>
<td>High asset and process reliability?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Then you should consider</th>
<th>Rapid response to issues.</th>
<th>Services supporting maintenance.</th>
<th>Training for plant personnel.</th>
<th>Equipment lifecycle support.</th>
<th>Equipment repair support.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optimized equipment and processes.</td>
<td>Reduced variable production expenses.</td>
<td>Increased return on investment.</td>
<td>Maximized asset and process availability.</td>
<td>Predictable asset and process performance.</td>
<td></td>
</tr>
</tbody>
</table>
3. Together, we determine the care package that meets your needs
Starting with a LifeCycle Assessment, if desired

1. Rapid Response

Silicone plant in Brazil
Needed guaranteed response for corrective service and technical support for their control system.

We meet that need with RAPID RESPONSE
Guarantees fast and flexible service response to maximize equipment availability.

Customer Benefit: Higher availability
Equipment covered: ABB Freelance Control System
Services include: 24/7 Technical Support, Corrective Maintenance, and Recommended Parts

2. Lifecycle Management

Polymer plant in US
Needed to improve operator procedures and responsiveness, and connect to other systems and devices.

We meet that need with LIFECYCLE MANAGEMENT
Provides powerful tools and our knowledge base to optimize and extend equipment life.

Customer Benefit: Better asset performance
Equipment covered: ABB System 800xA Human-Machine Interface and ABB Network 90/INFI 90/ Harmony Control System
Services include: Automation Sentinel subscription, 24/7 Technical Support, and Training

3. Performance Improvement

Ketene cracking plant in Germany
Wanted to boost control system efficiency without having to invest in new equipment.

We meet that need with PERFORMANCE IMPROVEMENT
Increases productivity through usability and efficiency optimization of equipment and processes.

Customer Benefit: More quality production
Equipment covered: ABB Freelance Control System
Services include: ABB Control Loop Performance Service powered by ServicePort

4. Operational Excellence

Propylene plant in the US
Needed to reduce emergency maintenance, cut maintenance costs, improve reliability and extend asset life.

We meet that need with OPERATIONAL EXCELLENCE
Collaboratively manages your assets, operations, and risk to deliver strategic business results.

Customer Benefit: Improved operations
Services include: Reliability process analysis & benchmarking and Reliability process development
4. We apply expert people, processes and tools to perform services
From engaging with ABB’s Collaborative Operations Network to using Field Service Maintenance Management software

Global installation database clarifies customer assets and revisions.
Standard software platforms facilitate Field Service Management and Advanced Services Delivery.

5. Let’s get started
Choose the options that optimize your agreement.

Operational Excellence
- Alarm Management
- Process & Functional Safety
- Cyber Security
- Process Optimization

Performance Improvement
- Condition Monitoring
- Predictive Maintenance
- Parts - Supply Analysis

Lifecycle Management
- Inspections & Diagnostics
- Preventive Maintenance
- Lifecycle Assessment
- Engineering & Consulting

Rapid Response
- Technical Support
- Remote Troubleshooting
- Mobilization to Site
- Corrective Maintenance
- Parts & Training

Contract Management:
- ABB Service Desk
- Contract Manager
- Technical Account Manager
- Prepaid Engineering Hours

Corporate Inventory Optimization
Reliability Centered Maintenance
Remote-Enabled Condition Monitoring
Continuous Monitoring
Collaborative Operations

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