



Industrial Services and Solutions Chemical



Measurement Products USA

- Service
- Actuators and Positioners
- Analytical Instruments
- Device Management, Fieldbus and Wireless
- Flow Measurement
- Force Measurement
- Level Measurement
- Natural Gas Measurement
- Pressure Measurement
- Process Analytics
- Recorders and Controllers
- Temperature Measurement

Medium Voltage Products and Systems

- Service
- Circuit Breakers
- Compact Secondary Substations (CSS)
- Contactors
- Distributed Energy Storage Modules
- E-Houses (Application Modules)
- Fault Current Limitation & Arc Protection
- Fuses and Cutouts
- Instrument Transformers & Sensors
- OEM Switchgear Kits & Parts
- Reclosers & Sectionalizers
- Smart Voltage Components
- Surge Arresters
- Switches & Disconnectors
- Switchgear and Motor Control
- Vacuum Interrupters & Poles

Motors and Generators

- Service
- Energy Efficiency
- High Voltage Induction Motors
- IEC DC Motors
- IEC Low Voltage AC Motors
- Motors and Generators for Explosive Atmospheres
- Servomotors
- Synchronous Generators
- Synchronous Motors
- SynRM motor and drive package
- Traction motors and generators
- Wind Power Generators

Control Systems

- Services
- 800xA
- Advant OCS with Master SW
- Advant OCS with MOD 300 SW
- Compact 800
- Freelance
- Safety Systems
- SATT
- Symphony DCI System Six
- Symphony Harmony INFI 90
- Symphony Melody
- Symphony Plus

High Voltage Products

- Service
- Capacitors and Filters
- Circuit Breakers
- Gas-Insulated Switchgear
- Instrument Transformers
- Surge Arresters
- Switchgear Modules

Transformer Components

- Bushings
- Composites
- Distribution Components
- Insulation Materials
- Oil Treatment
- Power Components
- Tap Changers

Turbocharging

- Service
- Turbochargers

Mechanical Power Transmission

Products

- Bearings
- Conveyor Components
- Couplings
- Gearing
- PT Components

Robotics

- Service
- Application Equipment & Accessories
- Applications by Industry
- Controllers
- Robots
- Software Products

Collaborative Production

Management

- CPM Applications
- CPM Core

Drives, inverters and converters

- Drive Services
- DC Drives
- Drive Options
- Drive PC Tools
- Low voltage AC drives
- Medium Voltage AC Drives
- Solar inverters

Low Voltage Products and Systems

- Service
- Cable Distribution Cabinets
- Circuit Breakers
- Connection Devices
- Control Products
- Door Entry Systems
- Enclosed Switches
- Enclosures
- Fusegear
- Low Voltage Systems - IEC
- Low Voltage Systems - NEMA
- Modular DIN Rail Products
- Power Quality Products
- Software Tools
- Switches

Reactors

- Liquid-Filled

Power Protection & Automation

Products

- Protection and Control (Distribution)
- Protection and Control (Transmission)
- Relion
- Substation Automation

Metallurgy Products

- Service
- Application Steel Strips
- Stirrers & Brakes for Steel
- Stirrers for Aluminium Furnaces

Generator Circuit Breakers

- Flexible Connection Kit
- HEC 7/8
- HECPS-S
- HECS
- HECS-R
- HVR-63

Insulation Components

- Cast Epoxy
- Generator Insulation Kits

Power Electronics

- Power Electronics Service
- Control Systems
- Energy Storage & Grid Stabilization
- Excitation Systems & Combined Solutions
- Generation
- Grid interconnection
- High Power Rectifiers
- Power Quality
- Sensors
- SYNCHROTACT® Synchronizing Products
- Traction Converters

Transformers

- Service
- Dry-special
- Dry-type
- Liquid-filled

Semiconductors

- GTO
- IGBT and Diode Dies
- IGBT and Diode Modules
- IGCT
- Presspack Diodes
- Silicon Surge Voltage Suppressors
- Thyristor

Power Cables and Cable

Accessories

- Cable Accessories
- Cable System (36 kV and above)

As a proven leader in the Chemical Industry, and with continued investment and expansion of service products and solutions, ABB is uniquely positioned to support and optimize the performance of your production systems throughout the entire lifecycle.

Contact us to learn more about how our services and solutions can help you to:

- **Keep production running:** [Four ways to keep production running \(video\)](#)
- **Maximize system performance:** [How ABB service extends the lives of automated systems \(video\)](#)
- **Optimize process performance:** [ABB's three step optimization process \(video\)](#)
- **Deliver operational excellence:** [Energy efficiency \(video\)](#)

Contents

Why ABB Solutions are Better	4
Service Offerings	7
Advanced Services	7
Spare Parts and Repair	7
Evolution and Retrofit Services	8
Engineering and Consulting	8
Remote and Technical Support	9
Maintenance and Field Services	9
Training	10
Installation and commissioning	10
Solutions	11
Agricultural Chemicals	11
Base Chemicals	12
Biotechnology	12
Coatings and Adhesives	13
Industrial Gases	13
Plastics and Fibers	14
Terminal Operations	14
Contact Us	16

About this document



Scan this QR code, or visit <http://goo.gl/2xFXy>, to receive a PDF version of this document, which includes hyperlinks to additional ABB.com information.

Why ABB Solutions are Better

Ask about:

ABB's ranking as number one in automation supplier provided services*

Ask about:

ABB's ranking as the number one control system supplier for more than ten years

Ask about:

Automation Sentinel, control system lifecycle support and evolution program

In-depth industry expertise and support

ABB's broad portfolio of services for automation and power provide world-class support, the highest level of competence, and deep understanding of your systems, applications, and processes. ABB services improve equipment productivity, minimize costs throughout the complete lifecycle, and extend the useful equipment life.

The leader in control systems

As the #1 ranked distributed control system provider in the world for over 10 years, ABB lays claim to a broad knowledge base including hardware, software, applications (continuous control, batch, QCS and DCS-based SCADA), project services (project design through project management and startup), and non-contract maintenance services. ABB Leads the market in the following key industries; number one in Oil & Gas, Pulp & Paper, Cement & Glass, Mining & Metals, Continuous Applications; and number two in Electric Power, and Batch Applications*.

The gold standard for system evolution

No one's evolution program makes it easier and more affordable to evolve a control system. ABB system evolution makes it easy to remain competitive and position production operations for growth.

Evolution programs prepare ABB automation systems for new technology as it becomes available and continuously evolves systems to new levels of control and connectivity. Lifecycle support programs adapt to meet strategic requirements at every stage of a control system lifecycle. No other control system vendor can offer this level of flexibility.

Optimization services, documented ROI of 10% – 1,000%

Ask about:

Optimization Services for Industrial Boilers, Paper Machines, Control Loops, Tuning and System Performance, Alarm/Event Management, Batch Processes, Advanced Process Control

ABB Optimization Services deliver profitability. They use proven, continuous improvement methodology, special tools, and knowledge of systems and processes, to identify and release valuable improvement opportunities.

ABB optimization engineers are creative and single-minded. They enjoy improving processes, and hold the highest level of expertise in the field.

World-class best practices for preventive maintenance

Ask about:

ServicePro service management system

ServicePro provides best preventive maintenance programs for every ABB technology, developed by ABB R&D; and refined by customers and 1,000+ experienced ABB field engineers. Maintenance processes are continuously measured, reported, and tracked then synchronized with the ServicePro database. This process ensures that the latest and best maintenance procedures are available.

The application of these best practices ensures system and process availability are improved, downtime and maintenance cost reduced and automation life extended.

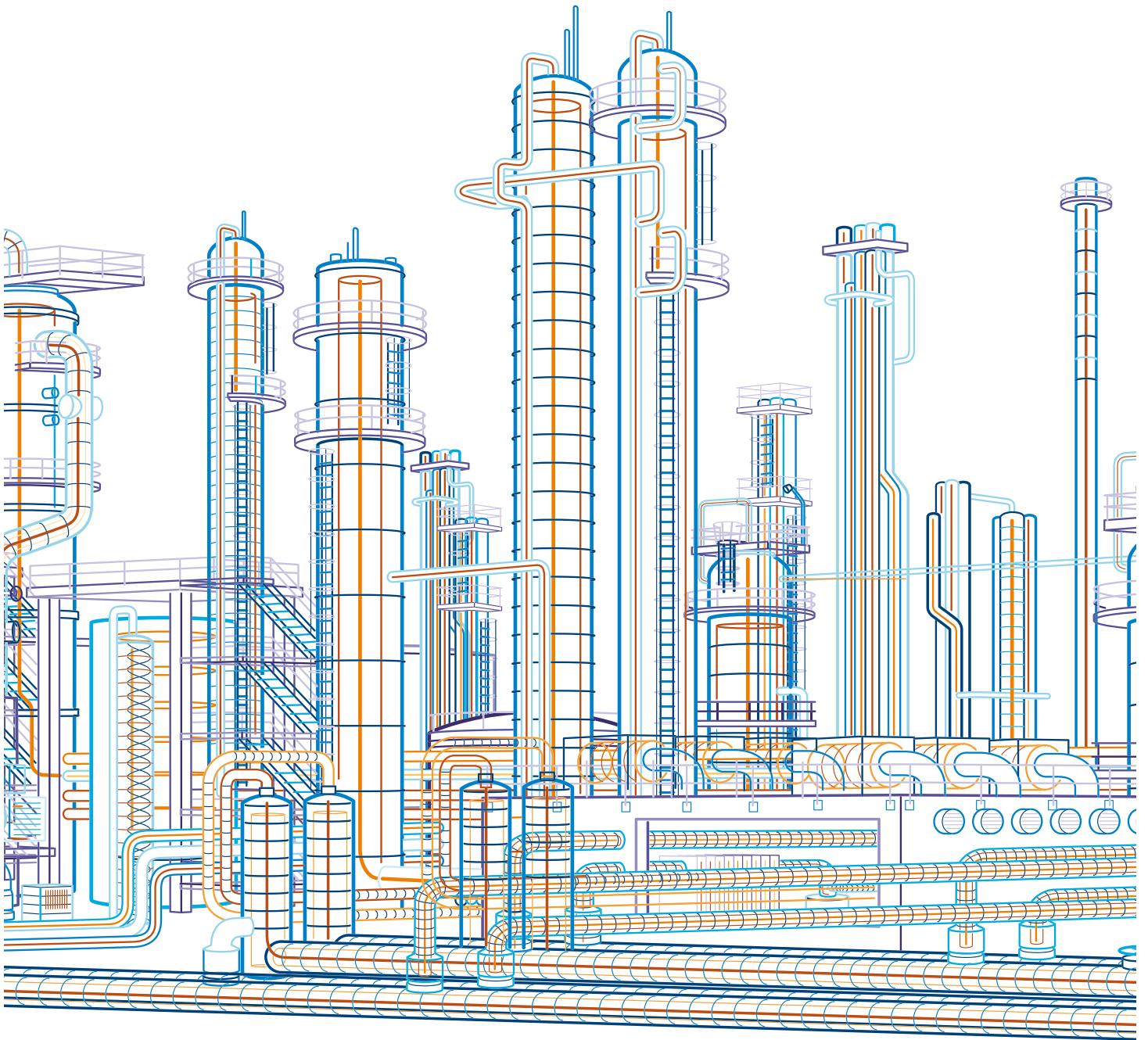
Cutting-edge service-enabling technology

Ask About:

ServicePort service delivery device

ABB ServicePort, a software/hardware device installed on site, enables ABB experts to provide local support through remote-enabled technology. ServicePort allows ABB assistance with system configuration, process optimization, preventive and corrective maintenance, work order tracking, spare parts, diagnostics, improvement implementation, condition monitoring, and allows faster response and more cost effective access to ABB experts.

*Rankings according to ARC's 2010 Distributed Control System Worldwide Outlook Report



Service Offerings



Advanced Services

Analyzing and utilizing automation data effectively is paramount to decision-making and response time. ABB process and asset optimization services use a proven, continuous improvement methodology, special tools, and knowledge of the systems and processes in your operation to identify improvement opportunities.

- Asset optimization:
 - Loop Optimization Service
 - LoopScan and LoopTrack
 - Optimization Implementation
- Fingerprint Diagnostics:
 - Alarm Management - Harmony System
 - Industrial Boiler - 800xA System
 - Loop Performance
- Energy efficiency
- Production optimization
- Power quality and grounding audit
- Microsoft patch management
- Cyber security:
 - Antivirus management - NIDS/HIDS management
 - System backup/restore management - User management
 - Control system security validation - Virus removal
 - Risk assessment - Support creation of a security organization
 - Remote monitoring and operations room - Security policy creation
- Operational excellence reliability
 - Management of underpinning contracts
 - Plant integrity support
 - System ownership support, technical account management
- Criticality classification

Spare Parts and Repair Services

ABB's global logistics network is strategically positioned to provide fast parts and repair service throughout the world, 24 hours a day. Our organization uses standardized processes, tools and metrics to ensure that components are delivered efficiently to your site.

- Parts Repair Service
- Parts Refurbishment Service
- Remote Troubleshooting
- Corrective maintenance
- Parts inventory management
 - Parts Fingerprint
 - Inventory Access Program
 - Lease to own spare parts
 - Parts contracts
- Pre-Owned Parts
- Parts Test Service
- Emergency Parts Service
- Parts exchange services
- Business OnLine
- Parts maintenance, repair, and overhaul (MRO)
- Spare Parts Service
- Parts kits
- Preventive Maintenance Kits
- Extended warranty time

Service Offerings



Evolution and Retrofit Services

The ABB lifecycle management model provides the framework used to develop and provide evolutionary services that maximize availability and performance throughout the life of ABB equipment. This model enables ABB to provide optimum support to end-users and a smooth transition to new software and equipment when a product reaches the end of its lifecycle. Most ABB products provide useful service for twenty years or more. Throughout the product lifecycle, we work to provide solutions that expand the functionality and extend the lifecycle of your equipment, while maintaining your core investment.

- [Automation Sentinel](#)
- [System Extensions for System 800xA](#)
- [Control System Evolution Services](#)
- [800xA Lifecycle Simulator](#)
- [Software upgrades](#)
 - [Software Graphic Conversion Service for Harmony](#)
 - [Software Graphic Conversion Service for Advant OCS with MOD300](#)
 - [Software license maintenance, software upgrade agreement](#)
- [Software management](#)
- [Retrofits](#)
- [Hardware upgrades](#)
- [Parts Kits](#)

Engineering and Consulting

ABB offers consulting services to identify key potential for improvement in the areas of industrial asset management, production processes and operations' infrastructure. Our highly qualified experts have an in-depth knowledge of the needs as well as best practices in the Oil, Gas and Petrochemical industry, whether you have a single or a comprehensive technical/organizational issue.

- [Installation and commissioning](#)
- [Engineering services](#)
 - [Engineering configuration](#)
 - [Engineering planning and specifications](#)
 - [Lifecycle Analysis](#)
 - [Site Audit](#)
 - [Site Survey](#)
- [Industrial Energy Efficiency](#)
- [Energy efficiency improvements](#)
- [Maintenance management systems consulting](#)
- [Reliability consulting](#)
 - [Reliability Fingerprint](#)
- [Telecommunications](#)
- [Environmental Consulting](#)
- [Integrity management - pRIME](#)
- [Operational improvement](#)
- [Safety](#)
- [Advanced process control](#)
- [Reliability and plant performance improvement](#)
- [Automation systems](#)
- [Control system manufacturing](#)
- [Engineering, design and drafting](#)
- [Health, safety and environment quality assurance](#)
- [Project management, EPCI delivery for EICT](#)
- [Validation Consulting](#)
- [Application engineering](#)

Service Offerings



Remote and Technical Support

The rapid advancement of automation and information technology in the oil and gas industry requires a high level of expertise in maintaining and managing resources. ABB also understands the importance of ensuring security and optimization at all times. The ABB Service Environment™ has been developed specifically to meet these challenges.

- Remote troubleshooting
- Technical Telephone Support: SupportLine
- Wireless remote diagnostic solution for analytical instruments
- Remote Access Link Connectivity
- Drive Monitor: Remote enabled service for MV Drives
- ServicePort Service Delivery Device
- Remote condition monitoring

Maintenance & Field Services

Effective predictive, preventive and corrective maintenance practices maximize the performance of your automation and production equipment. ABB service personnel are trained in the latest diagnostic, repair and maintenance practices to ensure high value for your maintenance investment. Maintenance solutions such as condition monitoring help to predict equipment failure and prevent costly downtime.

- Life Expectancy Analysis Program for motors
- Remote condition monitoring
- Power quality and grounding audit
- Resident engineer program
- Resident field service engineer for analytical instruments
- ServicePro 3.0 Service Management System
- Predictive maintenance
- Preventive Maintenance
- Maintenance Contracts
- Mid-Life Refurbishment
- MACHsense-P condition monitoring for motors
- Inspection and diagnostics
- Diagnostics and Condition Assessments
- ABB Full Service®
- Service agreements
- End-of life services
 - Disposal and recycling
 - Resale
 - SF6 reclaim and recycling

Service Offerings



Training

A skilled and efficient workforce is a plant's most valuable asset. We help to increase workforce knowledge, providing more productive response to system and process challenges. Our training programs for engineers, programmers, maintenance, and operations personnel provide comprehensive and up-to-date technical expertise for existing and new products, processes, and technology advances. Training is available on-site at ABB training facilities or locally at your plant site.

- [ABB University](#)
- [Discount programs](#)
- [Coaching services](#)
- Classroom training
- On-site training
- E-Learning
- Authorization process training (expert FSE)
- Maintenance and Operator Training

Installation and commissioning

ABB service engineers, who understand your process and system, deliver expert on-site Installation and Commissioning services for ABB products and systems. Services range from self-maintenance support to consulting, support and full project management and complete outsourcing solutions.



Solutions

One of the world's leading suppliers to the chemical and specialty chemical industries, ABB provides a full range of automation systems and services needed to run your operation productively and profitably. With Industrial IT, ABB has blended the needs of the IT world with the needs of industrial automation.

Our Offering:

- [Advanced Control and Optimization](#)
- [Batch Automation](#)
- [Energy Management](#)
- [Paint and Specialty Chemicals](#)
- [Power Technology](#)
- [Terminals](#)
- [Analyzers and Analytical Solutions](#)
- [BioFuels](#)
- [Lube Oil Blending Plants](#)
- [Petrochemical Plants](#)
- [Safety and Shutdown](#)
- [Gasoline Blending](#)
- [Power Distribution Systems](#)
- [Robots](#)



Agricultural Chemicals

High agricultural yields depend on correct chemistry and the right quality grade. Fertilizer and crop protection manufacturers need to ensure conformity of finished products to deliver the highest standard of quality to farmers and gardeners around the world.

Our Offering:

- [Advanced Process Control](#)
- [Analytical Instruments](#)
- [Instrumentation](#)
- [Motors, Drives and Power Electronics](#)
- [Process Analytics](#)
- [Process Control and Safety Systems](#)
- [Robotics \(Packing and Palletizing\)](#)



Base Chemicals

Base chemicals include petrochemicals, derivatives and basic inorganics. Produced in large volumes, they are sold to the chemical industry or to other industries. Manufactured using basic processes such as thermal cracking and distillation, they act as essential starting products for intermediates, agrochemicals, polymers, coatings and many other products.

Our Offering:

- [Advanced Process Control](#)
- [Analytical Instruments](#)
- [Instrumentation](#)
- [Motors, Drives and Power Electronics](#)
- [Process Analytics](#)
- [Process Control and Safety Systems](#)
- [Robotics \(Packing and Palletizing\)](#)



Biotechnology

Biotechnology uses biological processes to make useful products. Production may be carried out by using intact organisms or by using natural substances from organisms. Biofuel is produced from renewable resources, especially plant biomass, vegetable oils, or treated municipal and industrial wastes.

Our Offering:

- [Advanced Process Control](#)
- [Analytical Instruments](#)
- [Instrumentation](#)
- [Motors, Drives and Power Electronics](#)
- [Process Analytics](#)
- [Process Control and Safety Systems](#)



Coatings and Adhesives

Paint, coating, adhesive and sealant products consist of countless compounds uniquely formulated to fulfill product requirements. These specialty chemicals are often produced in small volumes. On-time delivery of custom formulated products is crucial to success.

Our Offering:

- [Advanced Process Control](#)
- [Analytical Instruments](#)
- [Instrumentation](#)
- [Motors, Drives and Power Electronics](#)
- [Process Analytics](#)
- [Process Control and Safety Systems](#)
- [Robotics \(Packing and Palletizing\)](#)



Industrial Gases

Industrial gases are used in the manufacturing processes of virtually all major industries. Growth potential in these industries correlates with the growth potential for industrial gas production, whether on-site supply schemes or other distribution channels are used to serve the end-use industries.

Our Offering:

- [Advanced Process Control](#)
- [Analytical Instruments](#)
- [Instrumentation](#)
- [Motors, Drives and Power Electronics](#)
- [Process Analytics](#)
- [Process Control and Safety Systems](#)



Plastics and Fibers

Key customer requirements of the specialty chemicals manufacturing industry include: high quality, competitive prices, innovative specialty plastic or polymer products, compliance with environmental standards and responses to the challenges created by globalized markets.

Our Offering:

- [Advanced Process Control](#)
- [Analytical Instruments](#)
- [Instrumentation](#)
- [Motors, Drives and Power Electronics](#)
- [Process Analytics](#)
- [Process Control and Safety Systems](#)
- [Robotics \(Packing and Palletizing\)](#)



Terminal Operations

Improved usage of storage facilities and more efficient dispatching of products allow for faster turnaround and increased profitability. The efficient management of distribution terminals is essential, when improved, throughput is the industry focus.

Contact us

→ 1 800 HELP 365

(1 800 4357 365)

Outside USA/Canada: +1 440 585 7804

Telephone menu options

1 Robotics:

- Paint, Powertrain, Body-in-White, Flexpicker, Press Automation, Weld.
- 1 Technical Support or Field Service
- 2 Parts
- 4 Training
- 5 General Inquiries

2 Process Control and

Network Management Systems:

Process Control Systems: Decathlno, Industrial IT System 800xA, Advant/ MOD 300, Symphony Harmony/INFI 90, Symphony DCI/DCI System Six.

Network Management Systems: EMS/ SCADA, DMS, BMS.

Service for Control Systems

- 1 Field Service
- 2 Parts
- 3 Technical Support
- 4 Training

3 Instrumentation and Process

Analytics:

Service for Measurement Products

- 1 Field Service
- 2 Parts
- 3 Technical Support
- 4 Training

4 Drives, Motors:

Field Service, Parts, Tech Support, Training.

Service for drives, inverters and converters

5 Quality Control Systems (QCS):

Quality Control Systems: Advant/ Master, Accuray, 1180, 1190, ULMA, Measurex.

- 1 Field Service
- 2 Parts
- 3 Technical Support
- 4 Training

6 Low Voltage Products and Systems

($\leq 480V$): Circuit & Motor protection, Electronic Controls, PLCs, Panel Switches, Capacitors, Relays, Soft s.
Brands Include: SSAC, Entrelec, SACE.
Service for Low Voltage Products and Systems

7 Power Products (>600V–800kV):

Medium and High Voltage Products: Transformers, Relays, Switchgear, Breakers, Capacitors, Switches.
Brands Include: ASEA, Westinghouse, BBC, ITE, BerMac.

Service for Medium Voltage Products and Systems

Service for High Voltage Products
Service for Transformers

8 Substation Automation:

PCM, Combiflex, IED, Protection Relays, Microscada, RTU Controls.

9 Power Generation and Water

Utilities:

Field Service, Parts, Tech Support, Training.

0 ABB Help Desk (General Assistance):

- 1 SupportLine
- 2 Subscriptions
- 3 New Products
- 4 Account Support
- 0 Speak to Representative

E-mail

Field Service:

USServiceRequest@us.abb.com

Parts and Repair:

PartServices@us.abb.com

Technical Support:

AutomationSupportLine@us.abb.com

ABB University:

ABBUniversity@us.abb.com

Help Desk:

ABB.HelpDesk@us.abb.com

Web

General Services:

www.abb.com/service

Parts and Repair:

http://online.abb.com

On-line Product Support:

http://SolutionsBank.abb.com

ABB University:

www.abb.com/abbuniversity

Other service links and contacts

Motors and Generators

sales.us@baldor.com

Power Electronics

Daniel Peters: 262 785 3440

Turbocharging

Tel (24/7): 281 930 8383

Metallurgy Products

Power and productivity
for a better world™

