



Parts & Inventory Management Services

Parts & Logistics



ABB understands the importance of having key replacement parts on-hand and the impact it has on productivity and minimizing downtime. We also understand the cost of maintaining a dedicated spare parts program. ABB can assist you to find a competitive, cost effective solution to your spare parts and inventory management needs.

Typical challenges associated with spare parts inventory management include:

- Skyrocketing costs for operational, support and administrative people
- Significant losses due to inventory write-offs, parts shrinkage, unrecorded consumption, parts chasing and expediting fees



- 100% overstocks of some parts due to inefficient record keeping and zero stock of others causing availability problems

Services Offered

ABB offers the following services:

- **Technical Support** – ABB spare parts may be ordered anytime by calling the 24-Hour Customer Service Hotline. The most experienced technical support staff in the industry available 24 hours a day, seven days a week, 365 days per year.
- **New, rebuilt and exchange parts** – Rebuilt and exchange parts typically offer a significant savings versus new parts while providing the same level of reliability.
- **Certified Component Repair** – ABB repair centers provide a complete spectrum of certified repair services for electrical components, various OEM parts and components along with unparalleled customer support.



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- **System Parts Specialists** – Extensive expertise in robotic system applications including: welding, paint systems, powertrain, body-in-white, press automation, material handling, material removal, dispensing and packaging.
- **Spare Parts Assessments** – ABB can perform a thorough assessment of your spare parts inventory and provide detailed recommendations for proper stocking levels for all spare parts in your facility.
- **Customized Spare Parts Packages** – All of our spare part packages are designed to ensure you stock only the parts you need. Once your needs have been assessed, our service consultants will prepare a list of the most critical parts to stock.
- **Financing of Spare Parts** – Customers may opt for spare parts consignment allowing a “pay as you use” type agreement. ABB also offers other creative financing solutions such as parts leasing options.
- **Pickup and Delivery Service** – For certain geographic areas, ABB offers a spare parts pickup and delivery service. Our experienced mobile parts coordinators will come directly to your site to coordinate the order and delivery of new or rebuilt parts, determine spare parts stocking needs, as well as help manage the return and exchange of warranty parts.
- **Inventory Management Solutions** – ABB can maximize your spare parts availability by combining your consignment or customized spare parts package with our “SmartSpares™” inventory management tool. “SmartSpares™” is a patented inventory tracking and management system that can be wireless and utilizes a web based software system. It utilizes “SmartSpaces” such as cabinets or rooms and includes stand-alone features such as automatic part replenishment. “SmartSpares™” can be purchased as a stand-alone product or as an inventory management service whereby ABB maintains all of your inventory needs.



Why ABB?

In addition to having the largest number of installed robots of any company in the world and the most advanced technology in its industry, ABB provides the most complete portfolio of services. Only ABB can bring the following value added advantages:

- A global distribution center connected to all regional centers, with a total of 60 MUSD in spare parts inventory.
- A large inventory of used/reconditioned parts for quick response.
- As an OEM, full access to complete engineering resources for the purpose of upgrading and improving existing assets.