

Service note

Remote monitoring services



ABB's remote monitoring service and support packages combine Medium Voltage SupportLine specialists with our award winning DriveMonitor™ solution to provide real-time engineering support 24/7/365.

High productivity depends on system uptime, and system uptime depends on fast and precise identification of system irregularities. The remote monitoring service and support packages allow customers to do just that through early diagnosis.

By accessing centralized drive data, ABB's remote monitoring services allow our medium voltage technical experts to quickly identify and troubleshoot any drive irregularities without having to be on site.

In addition to troubleshooting, remote monitoring services and support help to create a more stable operation through preventive assessments. Remote periodic maintenance allows ABB SupportLine specialists to make recommendations on maintenance or identify potential issues before they happen, saving customers money on costly repairs.

As the needs of customers are never the same, ABB has created multiple remote monitoring service and support packages. From basic technical support to automatic file transfer, there is a package to fit each customer's specific application requirements.

Benefits

Maximized uptime

Root cause analysis support reduces MTTR (Mean Time To Repair)

Real time access to the drive

Remote expert access reduces the need for on-site work, eliminating labor and travel time and expense

Early diagnostics reduce the risk of failure and avoid costly repairs

Fast and guided support - ABB SupportLine specialist guides local on-site engineer

Complete drive history available - All relevant data is accessible in DriveMonitor™

Remote Monitoring Services



Technical support

Time is of the essence when dealing with failure or the risk of failure. ABB's MV SupportLine specialists are available via phone or e-mail 24/7/365 ensuring you get the appropriate help when needed.

Remote service

In addition to technical support, ABB offers remote services for MV drives. Remote services consist of:

1. remote assistance
2. remote periodic maintenance

Remote assistance

ABB Drive Services offers our customers a remote monitoring service based on our DriveMonitor™ solution.

Remote assistance allows ABB's SupportLine specialists to directly connect with the customer's drive. The remotely connected SupportLine specialist will then have access to all the relevant data stored in DriveMonitor™. The specialist can then guide the local engineer through the fault-finding procedure, identification of corrective actions, and implementation of corrective actions.

Remote periodic maintenance

Twice a year, a SupportLine specialist will connect to the drive and analyze the drives operational and reliability data.

The following data is analyzed:

- performance behavior of the drive at the actual operation point
- operational values
- fault list

A summary report with findings, actual status and recommended actions (e.g. fine tuning, suggested actions for preventive maintenance) is sent to the customer after each analysis.

All gathered information is stored in a database linked to the specific drive. Therefore the complete drive history is available at any time.

Remote access for customer

Customers can access their assets, allowing them to check the status and monitor their drive(s) remotely. Whenever remote connection is required, all the customer has to provide is an internet connection.

Response time

Once ABB has been contacted, the customer can expect an MV SupportLine specialist to respond within 2 hours.

Reporting

Technical support activities are tracked and reported back to the customer on a regular basis. This allows the customer to review past as well as ongoing activities and cases at their plant.

On-site support

In case the technical support or the remote assistance is not enough to solve the issue, Drive Services can dispatch a Field Service Specialist to site. With the support of the SupportLine specialist, any necessary parts can be ordered in advance of the Field Service specialist arriving on site.

Remote Monitoring Services

To accommodate the varying needs of our customer's, ABB offers multiple levels of remote monitoring support. From basic data logging and phone support to automatic file transfer and preventive maintenance, there is a remote monitoring service and support package for everyone. All support level packages are available for 1, 3, or 5 year increments.

Basic support

A standard service offering included with any DriveMonitor™ solution that offers customers access to the Drive Services SupportLine which is staffed by ABB specialists 24/7/365. The SupportLine offers standard phone support only. All calls begin with ABB Technical Support and are then forwarded to an MV specialist. With this option, DriveMonitor™ data analysis is a manual upload and is only performed during standard working hours. For ease of follow up, all calls are tracked via a case tracking system.

Silver support

Encompasses everything from the basic support program with the addition of 20 hours of DriveMonitor™ data analysis performed outside of normal business hours. Customers also receive a discount for training services with this support option.

Gold support*

Provides the customer with direct access to MV Support-Line specialists for support and DriveMonitor™ data analysis 24/7/365. This option allows the customer to collaborate with the SupportLine specialist on symptoms and actual drive data in real time to diagnose and correct the issue expediently. Additional service discounts are also available throughout the duration of this program.

Platinum support*

Includes unlimited phone support with an MV SupportLine specialist 24/7/365 utilizing a remote connection to enable real time conversations with the local engineer to analyze, diagnose, and correct any issues or potential issues. Also included with this support program is one on-site annual preventive maintenance visit, semi-annual remote drive analysis and drive maintenance reports. Additional service discounts are also available throughout the duration of this program.

Service plus program

Is an option available when DriveMonitor™ hardware and either the silver, gold, or platinum support level program are purchased together. This option includes all benefits of the corresponding support program and also warranties the DriveMonitor™ hardware for the length of the program.

* Requires active internet connection

DriveMonitor™ Support Program Benefits**

	Basic	Silver	Gold	Platinum
DriveMonitor™ diagnostics	Yes	Yes	Yes	Yes
Remote service	No***	No***	Yes	Yes
After-hours technical support	No	20 Hours	Unlimited	Unlimited
¹⁾ Field service discount	No	-	5%	10%
¹⁾ Spare part discount	No	-	5%	10%
¹⁾ Training discount	No	5%	10%	10%
Preventive maintenance (PM) kit discount	No	-	5%	15%
Annual PM visit (on-site)	No	No	No	Yes
		Annual	Annual	Annual
Customer commitment		3 Year	3 Year	3 Year
		5 Year	5 Year	5 Year

** This is a North American based offering and program only.

***Customers can still connect remotely through VPN access

¹⁾ Service discounts must pertain to drive product(s) encompassed by this support agreement.

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