

ABB DRIVE SERVICES

## ABB Drive Care

Allow your business to prosper



Simplify your drive maintenance with the expertise of the equipment manufacturer. With ABB Drive Care agreement you get the right service that matches your needs and budget.



### Stay focused

With an ABB Drive Care agreement you spend less time being distracted by noncore activities, yet safe in the knowledge that your drives are fully maintained.



### Cut complexity and add efficiency

An ABB Drive Care agreement covers routine and emergency maintenance needs. Its clear and simple procedures avoid confusion and wasting time, thereby bringing levels of efficiency and fuel success.



### \$ Control costs

Preventive maintenance, repairs, and other support activities are offered at a fixed annual price, regardless of how often the support is used, thus eliminating any concerns about unplanned expenditure.



**Check the service availability for your drive types with your local ABB representative.**

### Need help?

Contact ABB or third party channel company.

<http://new.abb.com/drives/services/>  
[www.abb.com/searchchannels](http://www.abb.com/searchchannels)



# ABB Drive Care

## Service agreements

### Care packages



#### Initial Care

Easy access to ABB drive service expertise for all registered drives during the warranty period. This is the complimentary entry level to ABB Drive Care program, including warranty and technical support. Initial Care for medium voltage drives also includes a free one year trial of our ABB Ability™ remote services.



#### Preventive Care

Easy, planned service with a fixed price. A care package based on the drive's specific maintenance schedule. ABB offers replacement of aging components optimizing the life time performance of your drive.



#### Complete Care

Full coverage and peace of mind in one package. A care package with a fixed annual maintenance fee covering replacement of aging components as well as unexpected failures. The service includes Preventive maintenance kits, repair parts as well as labor.



#### Replacement Care

Important if you want to have fixed yearly maintenance costs for your installed base of drives from various manufacturers. If any of your drives from other manufacturers fail, we deliver an ABB drive.

Engineering, installation and commissioning are also available as optional extras. For ABB drives, we perform Preventive Care, and if a drive fails, we get it up and running again.

### Optional services



#### On-site response time

Fundamental whenever you require a drive expert at site within a desired period of time. It takes only one phone call to access the service.



#### Technical support

Recommended if you want telephone assistance and rapid troubleshooting advice should a drive fail. It takes only one phone call to talk to the drive expert on duty.



#### Remote support

ABB Ability™ Condition Monitoring for drives is a service that delivers you accurate, real-time information about drive events to ensure your equipment is available, reliable and maintainable.

ABB Ability™ Remote Assistance for drives: Should a fault be detected within a drive, ABB specialist provides rapid support by using the drive's data which is stored remotely.

