

## ABB parts and repair services for process control systems

### Authorized new, refurbished and pre-owned parts

ABB authorized new, refurbished and pre-owned spare parts and repair services are available for active and classic ABB process control systems. ABB Parts and Repair Centers provide a complete spectrum of ISO 9001.2008-certified repair services for electrical and mechanical components and unparalleled customer support.

#### Control systems

- ABB System 800xA
- ABB Advant OCS with Master Software
- ABB Advant OCS with MOD 300 Software
- ABB DCI System Six (Fischer & Porter)
- ABB Freelance 800F (Hartmann & Braun)
- ABB MOD 300 (Kent Taylor)
- ABB Network90 / ABB INFI 90 (Bailey)
- ABB Symphony Harmony (Bailey)

#### ABB New Parts

ABB stocks thousands of new control system parts. These parts are the same quality used to manufacture your ABB system. Genuine ABB parts are backed by years of experience and are manufactured to strict specifications to guarantee original ABB quality, fit and functionality.

#### ABB Pre-Owned Parts (POP)

An economical option for ABB tested and certified pre-owned parts. ABB offers pre-owned parts with 24 hour on-line accessibility, and a one year warranty. All parts are fully inspected for contamination and corrosion, and tested to insure ABB quality standards are met. Stock on-hand is subject to market availability.

#### ABB Repair and Refurbishment

Includes a thorough diagnostic evaluation by ISO9001.2008 certified repair center technicians, who identify failed components and implement repairs and rigorous testing. Cycle time is typically less than two weeks; or for emergency repairs, in as little as one day. A full two-year warranty is included.

#### ABB Authorized Replacement Part Solutions

ABB's on-going lifecycle extension support for our systems includes options developed by partner companies. These solutions are thoroughly tested for adherence to ABB quality and functionality specifications. Offerings currently include replace-



ments for monitors and power systems. New offerings will be announced as they become available.

#### ABB Reverse Engineering

Many plants require replacement parts that are no longer available. ABB reverse engineering capability can extend the lifecycle of your existing equipment by fabricating replacement components.

#### ABB Test and Inspection

ABB ISO 9001.2008 certified testing centers utilize state-of-the-art automated test equipment. Component-level, multi-level, in-circuit and full functional testing, and environmental stress testing are available for ABB and other manufacturer's parts.

#### ABB Emergency Shipment and Expedited Delivery

Emergency replacement parts ordering is available 24 hours a day. Once your order is received, our global logistics network uses standardized processes and tools that ensure the highest quality parts are quickly and efficiently delivered to your site.

# ABB parts and repair services for process control systems

## ABB Parts Fingerprint

Many sites incur spare part over- or under-stock conditions. ABB Parts Fingerprint assists in determining optimal on-site parts stock quantities, including critical and non-critical parts and recommended requirements. Recommendations are determined through analysis of lifecycle expectations, historical usage, and predicted requirements.

Our PartsPRO database further qualifies ABB Parts Fingerprint recommendations based on specific site configuration, excessive failures, and mean-time-to-failure data to alert maintenance personnel of end-of-lifecycle parts requirements.

## ABB Parts Inventory Management Programs

ABB parts programs help you to plan effectively for parts and repair expenditures, and provide a monthly payment schedule, based on historical usage or anticipated demand.

### – ABB Inventory Access

ABB Inventory Access typically provides a 10-20% reduction in inventory management costs. Twelve equal monthly payments provide a site-specific compliment of recommended spare parts with no up front capital expenditures. The inventory is maintained locally or on-site. ABB retains ownership and is responsible for obsolescence, depreciation, administrative, and inventory costs until parts are placed into service. Inventories may begin with initial spares compliments or build over time through Inventory Rollover.

### – ABB Inventory Rollover

Inventory rollover offers a cost-saving option for systematically rolling your spares inventory into an ABB parts management program. Rollover allows you to request replacement inventory be placed into ABB owned inventory as you consume spares. Cost savings is realized immediately, through transfer of parts ownership to ABB. This provides the security of replacement part availability without the cash outlay for spares replacement.

### – ABB Parts Advantage Program

ABB provides an analysis of parts purchase history over a three year period to establish an average usage history. This information is used to establish annual contract usage target amount, which are billed in 12 equal monthly payments.

## ABB Business Online

Web-based parts and repair ordering and management service, allows secure internet tools to access price, stock availability, order acknowledgement, tracking, order history and more – for thousands of ABB products, parts and repair services. Visit [www.online.abb.com](http://www.online.abb.com) to order or to request free access.

## North America Customer Service Center

29801 Euclid Avenue, 3P6  
Wickliffe OH 44092 1832, USA

### Tel:

1 800 HELP 365 (1 800 435 7365),  
Outside USA/Canada: +1 440 585 7804  
Option 2 for process control, option 2 for parts

### Fax:

+1 860 298 7665

### E-mail:

Field Service:  
Parts and Repair:  
Technical Support:  
ABB University:  
Help Desk:

### Web:

General Services:  
Parts and Repair:  
On-line Product Support:  
ABB University:

© 2010 ABB Inc.  
ABB reserves the right to change specifications without notice.