



Service

Service, support and life cycle management for low voltage breakers

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Keeping your plant running

From its new low voltage breakers workshop in Stone, Staffs, ABB's factory-trained engineers offer comprehensive field maintenance and repair services for planned and emergency work, 24 hours a day, 365 days a year.

Service personnel have direct contact with the factory for authentic parts, original equipment drawings and technical support. The aim is to ensure maximum up time for low voltage breakers by ensuring that they operate reliably at every stage of their life cycle.

Planned preventive maintenance

Planned preventive maintenance consists of regular inspections and component replacements according to the product specific maintenance schedule. These maintenance schedules are based on ABB's long experience of manufacturing and maintaining its low voltage breakers.

Adopting planned preventive maintenance reduces the risk of failure and increases the lifetime of the low voltage breakers, thereby lowering the overall operational costs.

Such maintenance can be carried out on site by certified field service engineers using preventive maintenance kits. These kits contain all the necessary parts defined within the maintenance schedule.

Repairs

At its fully equipped workshop in Stone, ABB can repair or refurbish current or legacy low voltage breakers, whether from its own portfolio or that of another manufacturer. ABB refurbishes low voltage breakers to a 'good as new' operating condition and provides a full one year warranty covering parts and labour.

The workshop provides a detailed report on the condition of equipment requiring repair, and makes recommendations on parts replacement and restoration to original specifications.

Retrofits

Retrofitting low voltage breakers may be required if enhancements to functionality, co-ordination or safety are called upon to improve electrical and mechanical performances.

Replacing obsolete components with modern designs is carried out using special replacement kits. These kits preserve the existing switchboards and reduce the breakers' downtime to a minimum. The kits ensure rapid assembly without structural modifications to the original compartment.



Spares supply

ABB maintains a comprehensive stock of spare parts for current and phased out products.

All parts are manufactured to the original drawings and specifications ensuring that any part purchased from ABB is interchangeable and of the highest quality and reliability.

Spare parts kits are available for field rebuilds of components and sub-assemblies. Life extension and upgrade kits are available for field installation.

ABB keeps a range of spare parts for purchase, or inclusion in a service contract. If spare parts are included in a service contract they are provided on the following basis:

- Stocking of selected spares at ABB's service workshop in Stone or at the customer's site.
- Payment of spares only when used
- Spare part warranty from date of use
- Monthly storage fee for the stocking of spare parts

Service level agreements

A service level agreement - or service contract - is the most efficient way to manage the total life cycle of a low voltage breaker and to minimise the risk to a plant's operations.

ABB recognises that specific service requirements are based on the criticality of assets to production and the level of in-house expertise which is expected to be maintained.

As such, local ABB service contracts can be tailored to compliment in-house expertise and provide the additional capabilities needed to maintain low voltage breaker performance at the required level.

ABB's service engineers can help identify and implement effective service level agreements to reduce cost and improve uptime by maintaining equipment at peak performance.



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Notes:

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Printed in UK (02.2011)



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