

MV Drives SUPPORT LINE

In all technological fields, it is acknowledged that downtime, due to the malfunction of electronic systems which control or regulate the production process, causes irrecoverable losses. Although modern systems are carefully engineered to provide a high degree of reliability, components can fail and cause unscheduled shutdowns, even in the best systems.

To meet such an eventuality, ABB is able to offer a solution which will minimize troubleshooting time: SUPPORT LINE.



Benefits of SUPPORT LINE

- Reduced downtime losses
- Better trained and more confident maintenance personnel
- Dedicated resources searching for fast problem solutions
- Immediate access to fault legacy cases and how they were solved

ABB engineers react to customers calls during shutdown of ABB systems with a fast and efficient procedure.

Overview

SUPPORT LINE is a basic service offered to all clients with installed ABB MV Drives. It provides the means to access the worldwide network of ABB specialists (on a priority basis) based on the immediate needs of the client. Independent of the ABB MV Drives installed at a specific plant, a single access point to ABB provides added value, security and peace of mind to the users.

Scope of support

The Support Line service which represents the base element of a service agreement covers all ABB MV Drives installed in a plant, independent of the original delivery channel. It gives technical support, either via phone, fax or email to customers worldwide.

Emergency support is provided by phone, on a 24 hour x 365 days per year basis.

Response time

Reaction to emergency cases is within one hour. Cases that are not an emergency (in nature), are addressed during normal business hours

Escalation path

Within the ABB Global Service & Support organization, a strict path of escalation is defined to ensure prompt response to Support Line requests and efficient problem resolution. The local ABB call center answers the first call where advanced product knowledge is available. If the problem cannot be solved on that level

- Product Lifecycle Services
- Installation & Commissioning
 - Training
 - Support & Remote Services
 - Spare Parts & Repairs
 - Maintenance & Field Services
 - Migration & Retrofits
 - Optimization





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Service Notes

the case is transferred to the ABB MV Drives support center located in Switzerland. Product experts and specialists will solve the case and involve development and engineering groups if required.

Case tracking

All calls to SUPPORT LINE, independent of their severity level, are tracked via a case tracking system.

Each caller and client site is identified with his unique Customer ID number and unique Service contract number, and then assigned a unique SUPPORT LINE Case number.

This unique case number is then confirmed back to the caller for future use and follow-up. This case number must be used in all correspondence with ABB.

Reporting

SUPPORT LINE activities and usage are tracked and reported back to the client on a regular basis. This will allow the client to review past as well as ongoing activities and cases at his plant. It will also allow the client to monitor the usage of this service and judge if his actual agreement is the one best suited for his needs.

Extended services to SUPPORT LINE

Diagnostics with remote access

In some instances, it may be beneficial to the client that the SUPPORT LINE center has remote access to his drives in order to analyze the specific problems.

On-Site support

In some cases, after SUPPORT LINE assistance and/or remote diagnostics have not been successful, it may be necessary to dispatch ABB personnel to site to solve the problem.

On-site delegation is initiated via Support Line with the objective to send available and skilled on-site engineers as soon as possible to site.

Parts

During the SUPPORT LINE case analysis, it may be determined that specific parts are needed to rectify the problem.

SUPPORT LINE personnel will initiate the part order via the ABB logistics centers around the world, and ensure that the required material is dispatched to site as soon as possible.

Requirement

MV Drives Service Contract with local ABB unit or directly with ABB Switzerland Ltd, Medium Voltage Drives, Service Department. This includes also a Preventive Maintenance, minimum every 3 year.



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