

Diagnostics with remote access ACS medium voltage drives

Through the web we are always on site with you



ABB

It's a known fact that downtime, resulting from malfunctions of the 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 still fail and cause unscheduled shut-downs, even in the best systems.

ABB is able to offer DIAGNOSTICS with REMOTE ACCESS, a service, which will minimize the downtime of the drive system. ABB experts are ready to go on-line and guide the customer's maintenance engineer through a fast and efficient fault-finding procedure.

DIAGNOSTICS with REMOTE ACCESS includes remote monitoring, fault tracing and remote analysis.

Remote monitoring

The actual operation point of the drive can be remotely monitored by checking the following items:

- Actual parameters
- Fault and event history
- Internal counters
- Snapshots of the operation with data loggers

Depending on the tools, different trends of the recordings can be analyzed. Remote monitoring enables the ABB expert to conduct fault tracing and remote analysis of the drive.

Fault tracing

After automatic notification or at the customer's request, an ABB expert will connect his computer, within the agreed time, directly to the faulty drive and investigate the fault. Since the ABB expert has remote access to the drive, he can download and analyze all the necessary data. The local operator doesn't need to be proficient in downloading the data. Information will then be given, either by phone, by mail or by directly writing information to a customer PC-desktop thus helping the customer's maintenance engineer to trace the fault. The fault finding process is fully guided by the ABB expert and the downtime is minimized. After the problem has been solved a summary report will be sent to the customer.

Remote analysis

Remote analysis aims to improve the reliability of the drive system. ABB periodically gathers and analyzes the converter data. This enables the ABB expert to check the behavior of the drive at the actual operating point and to detect and correct possible system faults.

Fault patterns are evaluated and suggestions made for preventive maintenance actions.

A summary report with findings, actual status and recommended actions will be sent to the customer after each analysis.

All gathered information is stored in a database linked to the specific drive. In urgent cases the complete history of the drive can be instantly made available.



Service levels

Two levels of remote support are available:

Level 1: MV drives support line

The support line offers the customer the possibility to consult an MV drive specialist by telephone or e-mail. In the event of a problem, a specially trained operator can send the relevant data to the ABB specialist for analysis.

Level 3: Remote diagnostic

A permanently installed computer continuously monitors fault loggers, event loggers, data loggers. Event related automatic monitoring is performed, predefined relevant data is saved. Fault tracing is drastically reduced.

Remote connection features	Level 1 Support Line	Level 2 Not Applicable	Level 3 Remote Diagnostic
Support Line	•		•
DriveMonitor™ connected to the drive and to the Internet			•
Remote maintenance and update of DriveMonitor™			•
Max. time for online support			4 hours
Periodic verification of remote diagnostic tools and analysis of gathered data. Provision of a summary report			•

Requirements	Level 1 Support Line	Level 2 Not Applicable	Level 3 Remote Diagnostic
Telephone and email	•		•
Trained operator	•		
DriveMonitor™ (optional with touch screen panel)			•



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