

# ABB central inverters PVS800 Warranty and service offering



**For over 120 years, ABB has maintained a position as a technological leader capable of providing our customers exceptional and reliable services for our solar inverters.**

With a thorough understanding of your service needs, we have tailored our service offerings to maximize the uptime of your equipment.

An extensive global sales and service network allows ABB to provide customers local service delivery whenever and wherever you need it.

Upon calling ABB, our experienced team will work with you in the planning and implementation of a service program that can address all your training, technical support and service contracts needs.

ABB's offering for central inverters consists of standard and extended warranties and service contracts called

ABB Solar Inverter Care. ABB Solar Inverter Care contract includes two service levels: Preventive Care and Complete Care.

## **Preventive Care**

With Preventive Care, periodic inspections and aging component replacements increase the reliability and the lifetime of solar inverters.

## **Complete Care**

Complete Care covers solar inverters' failure risks, and is ideal after the warranty or extended warranty period. ABB also maintains the solar inverters as defined in the Preventive Care service level.

ABB Solar Inverter Care contract is supported with additional services to ensure maximum technical availability of the solar inverters and immediate response time for fast repairs.

## **Highlights**

- Extended warranties
- ABB Solar Inverter Care – service contract for solar inverters
- Response time and technical availability
- Spares availability
- Training and technical support
- ABB global service network

Service levels	1	2	3	4	5	6	7
Type	Product warranty		ABB Solar Inverter Care - parts and labor		Additional services <sup>1)</sup>	Spare parts	
	Standard warranty	Extended warranty	Preventive Care	Complete Care	Response time, etc.	Starter package	Inventory access
Duration (years)	2	3, 5, 10	1 to 10	1 to 10	1 to 10	One time	5
Technical availability (%)	–	–	–	–	97, 98, 99	–	–
Frequency of report	–	–	Yearly, on event	Yearly, on event	Yearly, on event	–	–
Preventive maintenance	–	–	Included	Included	–	–	–
Corrective maintenance	Included	Included	–	Included	–	–	–
Response time	–	–	–	–	On a case-by-case basis	–	–
Spare part transportation cost <sup>2)</sup>	Included	Included	Included	Included	–	Included	Included
Where available	Worldwide	Worldwide	Over 60 countries	Over 60 countries	Available upon request	Worldwide	Worldwide
Remote support (phone or e-mail)	Included	Included	Included	Included	Included	–	–

<sup>1)</sup> A service contract may be required in some countries

<sup>2)</sup> To local ABB office

For more information please contact your local ABB representative or visit:

[www.abb.com/solarinverters](http://www.abb.com/solarinverters)  
[www.abb.com](http://www.abb.com)

© Copyright 2014 ABB. All rights reserved.  
Specifications subject to change without notice.

