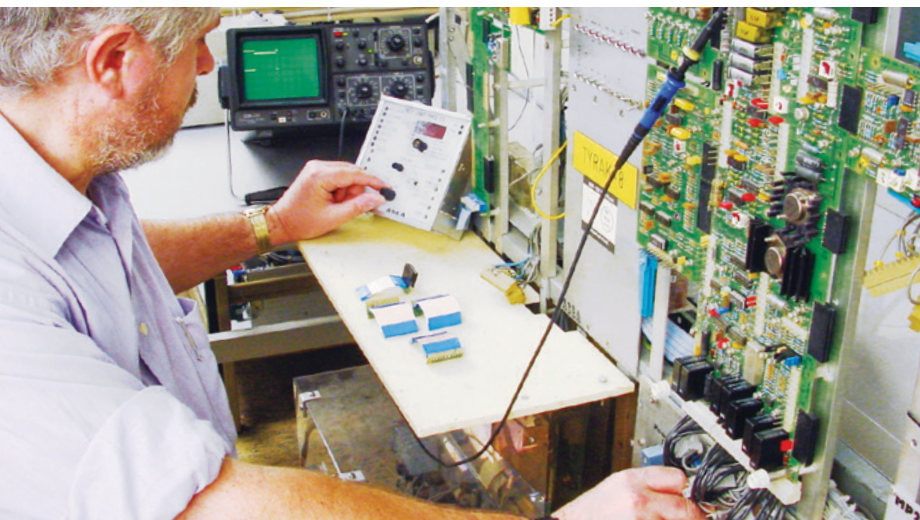


Pre-owned and Quick Turn Pre-owned Parts

Economical, high quality ABB parts



Genuine OEM parts that have been tested, cleaned and repackaged in an ISO 9001 factory certified repair center and priced competitively to the surplus market.

ABB Pre-owned Parts (PoP):

- Priced competitively to the surplus market (without the risk to your system)
- Parts are cleaned, tested, and repackaged in an ISO 9001 factory certified repair center
- Find in ABB Business Online (online.abb.com): part numbers begin with "P", description will also state if it is PoP.

ABB Quick Turn PoP (QTP)

- QTP are 'core' parts in stock and can be converted to a PoP, many times within as little as 24-48 hours
- QTP and PoP stocked parts are in Business Online
- Find in ABB Business Online (online.abb.com): part numbers begin with "R", description will also state if it is QTP.

Ordering and contact information

- **Call:** 1 800 HELP 365 (800 4357 365) option 2, 2
- **Fax:** +1 440 585 5165
- **E-mail:** PartServices@us.abb.com
- **Web:** <http://online.abb.com>

Answers to questions about PoP or QTP

Q: Where do they come from?

A: ABB continuously harvests its secure sourcing channels worldwide for surplus automation parts. Because they come from upgrades and inventory buybacks from end users, often where ABB has been doing the service, ABB pre-owned parts are a higher quality base part than those from third party parts warehouses.

Q: Are they tested?

A: The parts are tested, verified, cleaned and repackaged in an ISO 9001 quality certified ABB facility, using the same procedures as repair and refurbished parts, and offered at competitive prices.

Q: How do I search for a PoP or QTP?

A: Search conveniently from ABB Business Online (online.abb.com). Part numbers begin with a "P" for PoP, and "R" for QTP. The part description will also state if it is PoP or QTP.

Q: What is the warranty?

A: Warranty period is 24 months, warranty replacement is another PoP.

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Q: Are they upgraded?

A: Generally, pre-owned parts are not brought up to the latest revisions. However, engineering change notices that relate to performance issues or safety are installed. Harmony controllers are stocked with the latest firmware revisions, but can be downgraded.

Q: How is a PoP different from a refurbished part?

A: Refurbished parts are exchanged parts, and completely refurbished and repaired. All engineering changes and design updates are applied, along with replaced components, updated RAM, etc.

Q: What is the price?

A: Pre-owned Parts offer a competitively priced, lower cost alternative to repaired, refurbished or new replacement parts.

Q: Is there a core credit?

A: Due to competitive pricing model, there is no exchange or core credit process. Upon request, ABB will issue an RMA, so that we may properly dispose of or recycle these in accordance with all environmental regulations.

Q: Can these be stocked in Inventory Access?

A: The goal of Inventory Access is to keep on hand a compliment of the highest quality spares possible. While Pre-owned Parts are better than typical surplus, there is some level of risk associated with these parts, which is contradictory to the goals of Inventory Access.

Q: Can I order these against my CAP or utilization contract?

A: Pre-owned Parts are already priced competitively, no additional discounts are applicable.

Q: If I have excess inventory I would like to sell to ABB, who do I contact?

A: If you have excess inventory for return consideration, please provide a detailed description of items, including: part number, description, quantity, and part status (i.e. new, used, or failed). All buybacks will be considered.