

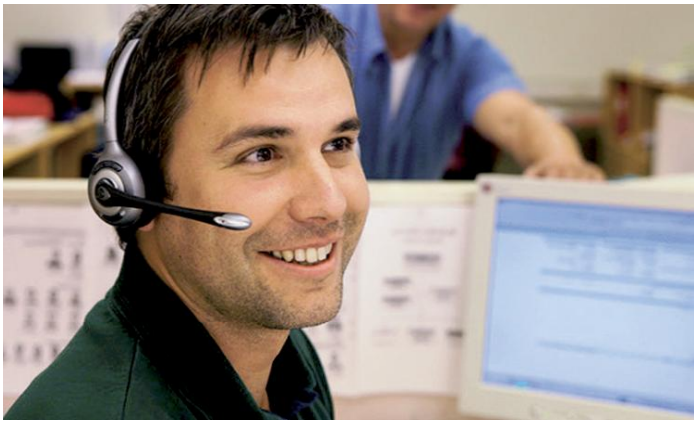
Robotics

Customer service
At your side during the entire robot life cycle

Power and productivity
for a better world™


“We sleep well at night.
Thanks to our cooperation with
ABB Robotics, we feel safe.”
– Customer statement, robot technician, Sweden
ABB
WARNING
ACHTUNG
ATTENTION

Customized service to your exact needs






Choose from a complete portfolio of professional robotics services, including Parts and Logistics, Field service, Training, System services and Refurbished robots.

“Service used to be about limiting damage. Today it is about maximizing your productivity”

– Head of Customer Service, ABB Robotics

With Robotics customer service you have a partner who cares about the good health of your robot system. From the moment it is installed to the end of its service life.

The life of a robot system goes through different stages. Regardless the age or condition of your robots, we stand ready to help increase the performance, uptime and lifetime.

We don’t believe in “one size fits all”. That is why we adopted a service philosophy based on flexibility and freedom of choice. Instead of locking you up in standard contracts, we will tailor a service package in close cooperation with you – based on a set of services from our complete portfolio.

We will provide world-class services wherever ABB robots and systems are installed and be one of the main reasons why customers continue to buy from ABB.

Parts and logistics
The right part, at the right time, at the right place

ABB offers original spare parts and inventory management with the quality that your robots deserve. High availability of parts in stock, fast deliveries, efficient 24/7 handling and reliable delivery infrastructure make us a reliable partner to customers in a range of industries.



We offer consignment stock to customers requiring parts to be available on site.



Our Logistics center guarantees 24/7 availability to spare parts.

As your provider of new, repaired and exchange parts with guaranteed parts availability, we stand by your side ready with parts at all times.

Whether you need economy, express or emergency shipment, all deliveries are possible depending on your urgency. Additionally if you need spare parts available in-house, we can also supply consignment stocks.

You will be offered high quality parts, always available with the current upgraded version. We maintain availability 8–10 years after the end of serial production. Through our production database, we know exactly what parts are installed at your site – enabling fast and accurate parts ordering.

Additional support is offered through a web-based spare parts systems Business OnLine, which provides updated product, price and order status information for more than 100,000 spare parts.

"Customers always have access to original ABB parts and latest upgrades"

– Parts and Logistic manager, ABB Robotics.


ABB

Field service
Supporting you to take robot availability to new heights





"We have learned, world-class manufacturing facilities need world-class support."

– Customer statement, Plant maintenance manager, UK

Our service teams are on call 24/7 to provide the support you need. Remote service generates a maintenance plan on the basis of actual usage and up to 50% of unplanned stoppages can be prevented.





The ABB Robot Care service configurator tool allows us to present a quote within minutes. Remote service helps locate problems before they arise. Keep track of the condition of your robots using your own MyRobot web page.

Instead of adopting the traditional "break and fix" service approach, we have developed a wide range of services that offer more value to customers. Our services help extend the mean time between failures, shorten the time to repair and lower the costs of ownership.

The ABB Robot Care service agreement offer allows plant managers to focus on their core production, leaving the task of keeping robots in peak performance to ABB. The ABB Robot Care service agreement is designed to offer peace of mind and provide the security of an insurance policy.

The ABB Robot Care service configurator tool helps to determine a customized service recommendation. Together with you we enter robot data and your specific plant requirements into the service configurator tool. Based on the outcome an ABB Robot Care service agreement and a quotation are generated within minutes.

ABB's patented remote service increases uptime and productivity by providing remote diagnostics. Your robot system is continuously monitored and generates an automatic alert when the robot condition changes or a problem arises. Remote service generates a maintenance plan on the basis of actual usage and up to 50% of unplanned stops can be prevented, while robot systems can be brought back into production via telephone support, avoiding valuable production losses. Via MyRobot webpage valuable and up-to-date information about your robots is available at your fingertips.

Training
Reduce your costs with professionally trained employees

Skilled and creative people are necessary to reduce production costs and to exploit the full potential of modern robot technology. Over 20,000 students in our facilites are trained around the globe every year.



Our dedicated training professionals combine educational skills and robotics engineering excellence.



One of our fully equipped training centers around the world.

Our training philosophy starts at home with our own staff. With increased technical complexity and constantly new technical features and products, it is more important than ever that our staff is equipped to understand how to meet our customers' needs. At the same time, it is as important to ensure our customers have the ability to utilize the full potential of ABB robots.

Our training courses include standard robot training modules, process and applications courses and systems training. You can also choose to locate the training at your own premises, customized to your specific needs. Personal development programs for individual employees are also available. Several of our training centers also have documentation development departments, offering to develop manuals for all types of automation equipment, systems and production lines.

"ABB has dedicated and fully equipped professional training centers all around the world."

– Training manager, ABB Robotics


ABB

System services
Offering you solutions that improve your productivity



ABB can help optimize your production by offering programming support to e.g. allow multiple robots to work synchronously together.

"ABB's market leading technology assists the customer to achieve world class paint finish quality."

– Account Manager UK, ABB Robotics

We can help you to use your robot equipment more efficiently, so that you can increase your plant uptime, productivity and product quality. Our consulting services also include upgrading, modification, relocation and replacement of robots.





ABB's atomizer reduces your paint consumption, cleaning time and maintenance cost. The ROI can be less than a year depending on your production volumes and paint costs.

To increase your efficiency, we provide solutions for optimization of robots or complete robot cells, including programming, tooling and other related equipment.

Depending on your situation, our service engineers conduct regular consulting visits or full system upgrades, ranging from simple programming changes to major system layout and equipment changes.

Refurbishing a robot may in some case be more cost-efficient than replacing it with a new one. We offer to modify your equipment so that you can continue using your assets for an extended lifetime. One common procedure is mechanical arm exchange, which greatly improves performance of old or worn robots.

Our engineers typically specialize in one or more system areas, including body-in-white, press automation, painting or arc welding – collaborating closely with our specialized robot centers.

Refurbished robots
Breathing new life into older ABB robots

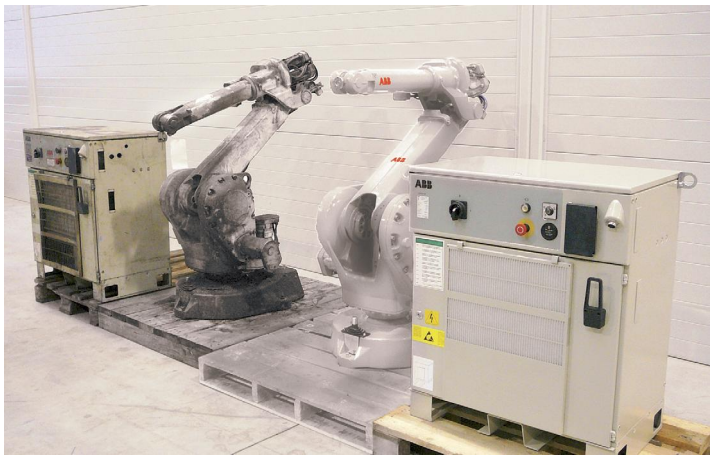


"ABB's renowned product quality makes a refurbished robot a sound investment."

– Business development manager, ABB Robotics.

ABB provides a wide range of refurbished robots. We have the largest inventory of used ABB robots and related equipment, e.g. tooling for spot welding or arc welding.







We guide you to the right choice of refurbished robot. Our refurbished robots are reconditioned to near-new condition that ensures a refurbished ABB robot is a sound investment.

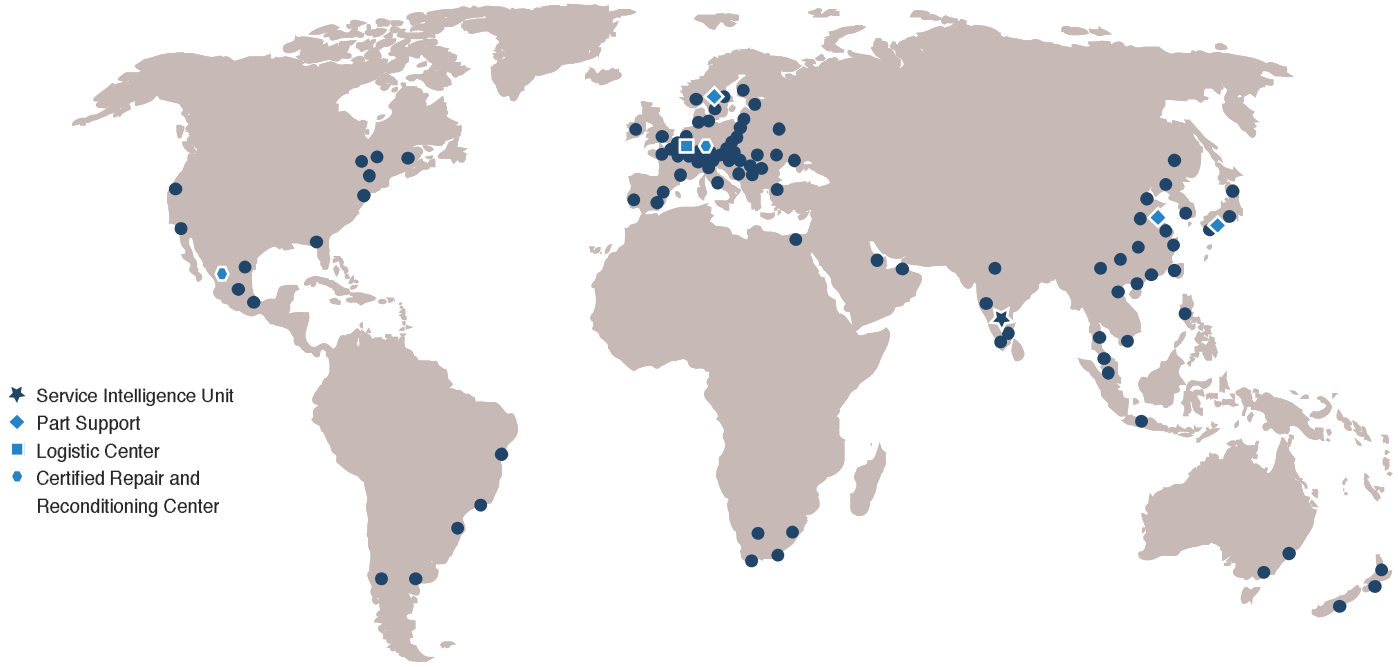
Our global inventory contains hundreds of refurbished robots, which are ideal for customers who are matching an existing installed base, settle for classic controls technology or are on a tight budget. All refurbished robots are backed with a full 12-month warranty.

An ABB Certified Refurbished Robot is a used robot that has undergone a rigorous 152-point reconditioning process, according to the manufacturer's procedures. All robots are rebuilt to factory specification, using original parts, and compliant with the new Machine Directive.

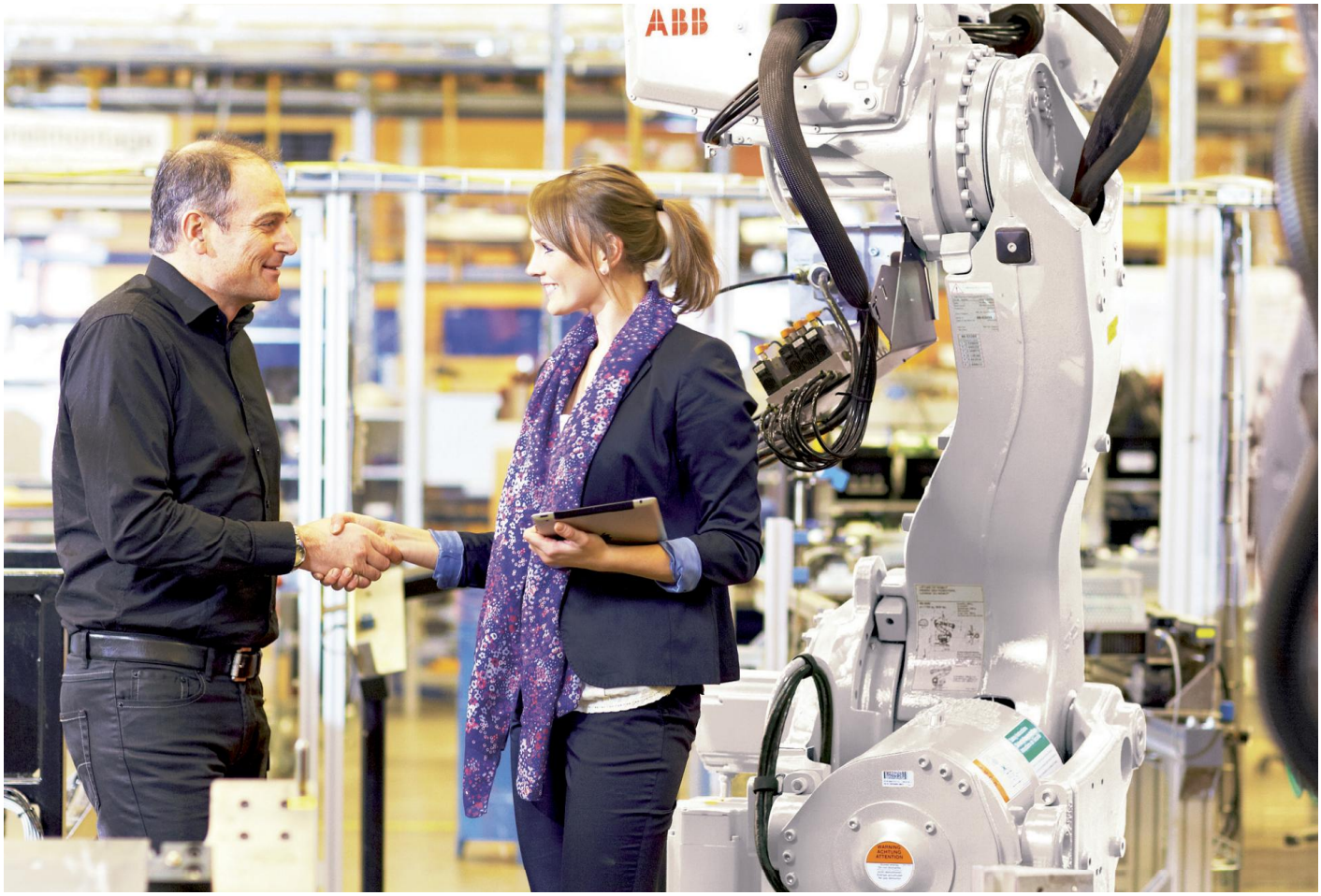
ABB robots are renowned for their trouble-free operation and long service life. This makes even a refurbished ABB robot a sound investment. You will enjoy the same professional assistance in robot selection and configuration as if you were buying a brand new robot.

A truly global service organization

ABB is at your service worldwide. Over 1,300 service employees all over the world are available to provide service and support for your robots and robot systems.



Robotics customer service supports customers around the world from more than 100 locations. Our Service Intelligence Unit in India is our global center that monitor the status of robots using Remote service. Part support centers and the Logistics center support customers with spare parts 24/7. Our Certified repair and Reconditioning centers rebuild customers' robots to specification and refurbish used robots to like-new condition.



Our skilled engineers operate in all major markets around the globe and provide world-class service to customers every day.

Every year, our global service organization receives more than 300,000 customer calls through our technical support centers. We carry out more than 30,000 service interventions and we train more than 20,000 participants at our training centers worldwide.

With a staff of over 1,300, many of which are present at our customers' premises every day, ABB is an unmatched force in the world of robotics service. We pride ourselves in our ability to always respond to our customers' requests with the right skills and the right tools, in the shortest time possible.

We will provide world-class services wherever ABB Robots and systems are installed and be one of the main reasons why customers continue to buy from ABB.

– Service vision

Contact us

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