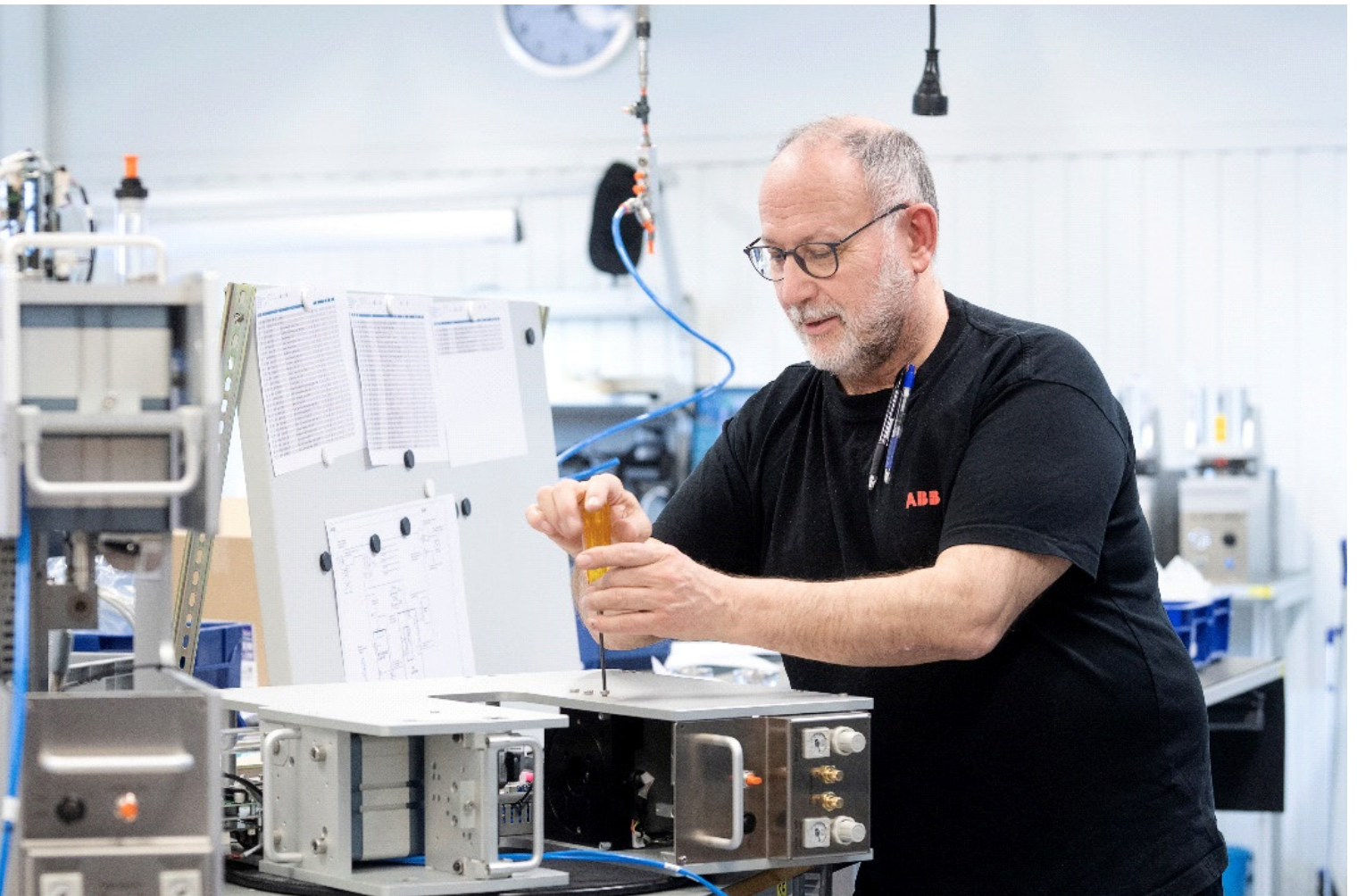

PULP AND PAPER

Pulp and Paper Care

Service and support for laboratory
and automated paper testing



“Billerudkorsnas is fully satisfied with the services provided by ABB. Maintenance visit dates are respected and their professionalism and seriousness of their work—all are benefits for our organization. In addition, Billerudkorsnas has full confidence in the service ABB provides from both a global network with local support. Faced with any unforeseen effects on their instruments, they are effective in providing a complete solution at short notice.”

Jennie Dufva,
Lab Manager,
Billerudkorsnas

Service you can trust

Pulp and paper is a high technology industry, with new developments taking place all the time. To ensure all capital investments yield a long lifecycle, maintenance on assets is critical to achieve the desired return.

1 A complete offering

ABB offers a wide range of services for your laboratory and automated paper testing equipment. These solutions can be tailored to meet your needs. Within the framework of a service contract, choose from services such as remote diagnostics, supplier-independent calibration and training, or adding 24/7 support to L&W Autoline.



2 Reliable and accurate

We have currently over one thousand active maintenance contracts with mills worldwide. Through our service contract, we can offer the specialist skills, proprietary tools and expertise that equipment demands to provide measurements according to industry standards. This is a cost-effective way to ensure that your equipment remains reliable and accurate.



3 ISO 9001:2015 certified

ABB ensures high quality service and support by maintaining ISO 9001 compliance and ensuring calibration and service follow best practices and strict processes. Not only does this help us in meeting customer and regulatory requirements, but also enables us to deliver superior customer service.



ABB Pulp and Paper Care

Service agreements for your lab devices

Lifecycle management

Signing a Lifecycle Management Agreement is one way of ensuring instruments keep their precision and correspond with current standards, and with emphasis on Preventive Maintenance Activities (PMA), which help reduce the risk of serious operational disruptions. In addition to reliable measurements, your maintenance costs will be lower and more predictable, and you'll be more likely to optimize and extend asset life.

In order to maintain the accuracy and proper functionality of your laboratory instruments, regularly scheduled visits are necessary—the number of which is stipulated in your service contract to reflect the level you require. Professional, factory-trained technicians who have access to proprietary calibration tools carry out our maintenance service. This ensures that all factors that can affect the operation and accuracy of a measuring instrument are checked using correct and reliable methods, while also completing calibration to international standards.

Immediately upon a completed visit, you receive a service and calibration report.

Benefits:

- Most issues can be solved over phone or e-mail
- Quick diagnostic
- Fast handling of problem
- Contact with local engineer
- Direct link to our team

Performance Improvement

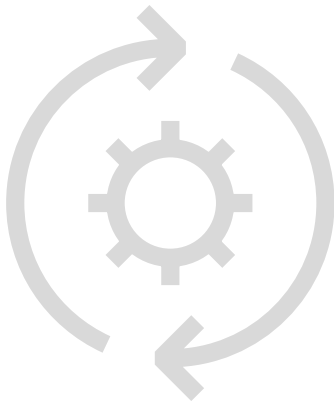
For those customers who desire an even higher level of service, we offer our Performance Improvement agreements that include all visits, spare parts and emergency services.

A Performance Improvement agreement makes it even easier to budget for annual servicing and calibration charges; it functions as insurance against unforeseen costs. Moreover, you'll increase productivity through usability and efficiency optimization of instruments.



Which service agreement is right for you?

With Lifecycle Management, mills benefit from:



- Maintenance (PMAs) and calibration
- Replacement of consumables and parts (preventive)
- Calibration and adjustment according to standards
- Advice on measurements and maintenance
- Scheduled date for visits
- Fast issue resolution with direct connection to expertise
- Coverage for all laboratory instruments

With Performance Improvement, mills benefit from:



- All the benefits of a Lifecycle Management agreement, with all PMAs covered
- Emergency visits, working hours and spare parts
- Priority on phone support
- Access to all features of myABB for L&W

24/7 support for automated paper testing

Lifecycle Management agreements for L&W Autoline

We know how important it is to support quality testing whenever the machine is running. That's why we have developed a special Lifecycle Management package exclusively for Autoline customers.

Lifecycle Management agreements for L&W Autoline have the option to add a 24/7 service commitment, meaning you can receive immediate help, every day of the year, from one of our highly experienced and factory-trained service engineers.

In most cases, problems can be fixed over the telephone, via e-mail or with the help of remote access to the L&W Autoline. However, if a service visit is required, ABB will send the first available service engineer to solve the problem on site. Lifecycle Management for L&W Autoline also include an agreed upon number of regularly scheduled service visits per year. Our team will provide diagnostics, PMA's, cleaning and calibration of your system, among other needs.

Trouble-free operation

Ensure reliable and problem-free operation of L&W Autoline with a service contract tailored to your needs:



**Customer support 7 days a week,
24 hours a day**



Fast response times



Support for remote connection



Software upgrades



Multiple service visits per year





“The quick and professional service from ABB is one of the reasons why L&W laboratory equipment, including the L&W Autoline, is our first choice.”

Linda Verneresson,
Quality Manager,
Ahlstrom-Munksjö

Extend the lifecycle of your equipment

Upgrades

Improve your old instruments with hardware or software upgrades from ABB. It is a smart way of getting a new instrument or increasing the life span of an old one.

All our instruments are under continuous development. As such, we want to make sure customers have options on how to have the latest available. Older bench-top instruments (up to about 10 years old) can often be upgraded, both with hardware and software.

Please contact your local representative if you are interested in upgrading your instruments.

Extended warranty

To ensure your peace of mind, it is now possible to extend the warranty on new measuring instruments from ABB.

Extend your warranty and get fixed costs and user security. An extended warranty means that you do not have to worry about spare parts and service, since you will be offered fixed repair costs for an optional number of years.

The latest software upgrades are of course included in this service. For those of you who have just bought an L&W PPS Tester, a subscription to L&W PPS Master Kit is included for a duration of the warranty period.

Spare parts

Our spare parts package eliminates the risk of unnecessary shutdowns caused by lack of consumables by providing enough for about two years' normal use.

Just like the devices they support, our spare parts are of the highest quality. Buying original spare parts means that you can be sure that they are perfectly suited to your instrument. Spare parts can be shipped as fast as within 24 hours, but to eliminate the risk of unnecessary shutdowns, consumables and spare parts should be stored on site.

Service packages containing spare parts and consumable items are available for all instruments.

Training

ABB offers training programs that enable pulp and paper manufacturers to optimize resource performance, giving your personnel the necessary skills to perform their duties quickly, safely, and efficiently.

ABB established an L&W Training Center to share the knowledge that 100 years in the business has helped curate. We uniquely understand how the process and paper property measurements work together and can help optimize performance at your mill.

Courses are tailored to suit the participants' skill level and can cover anything from theory, such as why we measure various fiber properties, to hands-on training with laboratory and instrument technicians to meet ISO 9001 requirements.

Ask about our additional services:

- Instrument rental
- Supplier independent calibration
- Installation and commissioning
- Third-party calibration
- myABB for L&W

Worldwide service and support



ABB provides customers with service solutions to operate, maintain and optimize their mills. ABB is present in more than 40 major pulp and paper countries. While we maintain a global perspective on the industry, we deliver services with a local touch. That includes support for all instruments and automated paper testing. Plus, our ISO 9001 certification enables the highest quality for all our service and support, available anywhere in the world.

Why choose ABB for your service needs

Decades of pulp and paper experience

The quality of the paper testing portfolio and service organization is a testament to the reliability and innovation of Lorentzen & Wettre, who pioneered automated paper testing in the 1970's.

This is further validated by the thousands of L&W paper testing instruments and over 500 L&W Autoline systems at customer sites worldwide, coupled with the more than 100 years of ABB experience in the pulp and paper industry.



Tailor-made tools

Our compliance with ISO 9001 ensures that calibration and service follow strict routines. These routines also secure traceability for all used calibration tools, which is a true helpmate for ensuring services are performed with the upmost accuracy and precision.



A connected approach

With the digital revolution has come more opportunity to provide value-added services for our customers. ABB can help further sustain performance when our services are delivered via ABB Ability™ Collaborative Operations.



All modern equipment (standalone instruments, L&W Autoline, L&W Freeness and Fiber Online, etc) has the capability of remote connection for structured monitoring and analysis. Plus, with tools like ABB Ability™ Remote Insights, an application that utilizes augmented reality for closer interaction, on-site personnel can leverage the power of collaboration for faster problem solving. Customers benefit from enhanced connection to ABB expertise for long-term support and improvement.





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