

WARRINGTON, ENGLAND, MAY 25, 2018

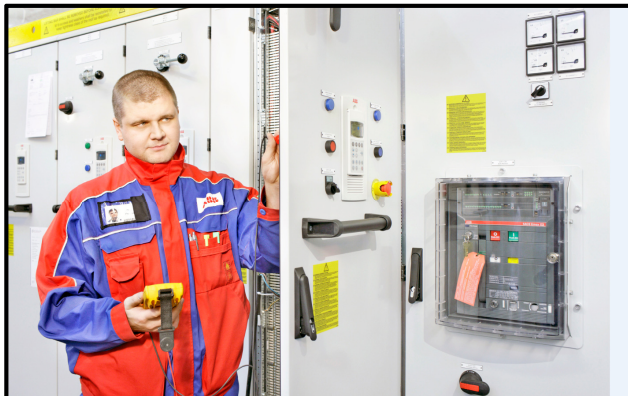
Complimentary service protects drive investment from day one

A new service from ABB gives users of medium- and high- power variable speed drives complimentary access to a host of services throughout the warranty period. Drive users now receive access to on-site repair, rapid exchange of faulty parts with access to original spares, telephone support during office hours and technical query escalation.

Customers only need to register the drive at the point of commissioning to activate the service. The registration can be handled by ABB directly or through one of its authorised value providers. Alternatively, customers can download a registration app and enrol the drive themselves.

Both telephone and ABB Ability™ cloud-based remote support offer advice, guidance and issue resolution. This benefits those customers who are trying to get a drive up and running or seeking reassurance that the drive operates as intended. Reduced downtime and plant interruption is further enhanced by escalation to global experts who handle advanced user queries. For medium voltage drives, rare instances of drive failure or condition monitoring can benefit from ABB Ability remote support from specialist teams.

The service is available for all ABB industrial drives including: ACS880, ACS1000, ACS2000, ACS5000, ACS6000, ACS6080, ACS580MV, Megadrive-LCI and DCS880.



Caption: Drive users now have access to a host of complimentary services following the launch of ABB Initial Care

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