

The record is a monthly newsletter produced by ABB Automation Inc. which serves process industries, electric power & utilities, mining, manufacturing, building automation, marine, and consumer industries in the US.

ABB Automation Inc. is a unit of ABB Group, the global technological & engineering company.

For general assistance reaching various ABB operations, call the ABB Help Desk at: 800-626-4999

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Gary Pearsons

GUEST EDITORIAL

Customer Service is a Part of the ROI Equation

By Gary Pearsons, president, Automation Service, USA

To help ensure that you realize the best return on your automation technology dollars, be sure that customer service is part of your ROI equation. Having the right control system, meters and other automation devices in your plant is critical to it's efficiency and

productivity, but it's equally important to keep your automation equipment in top working order and regularly

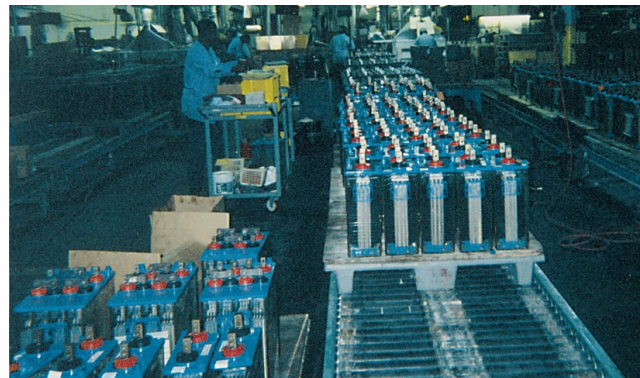
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HIGHLIGHTS ABB Automation Services, an Industry Leader

ABB Automation Inc. has consolidated the skills and expertise of the former Eltag Bailey and ABB service organizations, resulting in a comprehensive service and support capability with over 900 employees providing complete multi-product and multi-industry support 24 hours a day 7 days a week. The



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Getting the Lead Out

Function Control Systems, Inc. (FCS, Inc.) of Greenville, South Carolina, was instrumental in providing the right control solution at the right price for a waste-water system crucial to a battery plant's operation.

Battery production uses large quantities of lead, an element that both Yuasa, Inc. in Sumter, South Carolina, and the local government want to keep out of the community waste water system, as much as possible.

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Customer Service is a Part of the ROI Equation

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optimized for exceptional plant productivity. Regardless of the type of equipment in use, Automation Services has the know-how to provide a complete service offering, including commissioning, maintenance, migration planning, training and remote services. Process Application and Consulting services are also offered, to analyze the productivity and variability of your plant processes and provide recommendations to enhance the efficiency and reduce the variability of your products.

Our service engineers are among the best in the business. Recently, Control Magazine's readers' rated ABB Automation Inc. among the top three service providers in the U.S., with 14 special mentions in key service categories.

Call our Customer Support Center today, at 800-HELP-365, to discuss how we can help you maximize your return on your automation equipment investment.

SMA Oxygen and Combustibles Analyzer Available from ABB Automation

The SMA analyzer is available as an "oxygen only" or an "oxygen plus combustibles" analyzer. For those contemplating measuring combustibles at a later date, the combustibles measurement is field retrofittable.

The combustibles output may be scaled anywhere in the range of 0 to 0.02% (or 200 ppm) up to 0 to 2.00% (or 20,000 ppm). For measurements in the range of 0 to 1000 ppm, the typical accuracy is 20 ppm. Design options allow installation in the most severe applications with an upper temperature limit of 3000F.

Need more info? Call: 800-626-4999.



ABB Automation Services, an Industry Leader

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complete service portfolio is structured around two suites of services, Availability Services and Performance Services.

The Availability Services Suite provides the benefits of maximum availability. Availability Services are designed to ensure the maximum availability of our customers' investments in ABB products and systems. This suite, comprised of our Customer Support Services and Parts & Logistics Services has been shown to deliver measurable benefits to a broad range of customers across many industries including: utilities, pulp & paper, chemical, pharmaceutical, petrochemical, oil refining, metals & mining, building materials and others. We offer a comprehensive set of services that can be easily customized and cost-effectively delivered through a customer support service contract.

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March 2000

The record

ABB AUTOMATION INC. U.S. Newsletter

ABB Automation University — Positioning You For the 21st Century

To enhance customer business operations, ABB Automation University is taking steps towards providing product and process knowledge, along with education programs and personnel development.

Automation University will soon provide Human Performance Improvement Programs to enhance job performance through training courses and non-traditional methods (i.e., web-based, distance learning programs, etc.). The initial focus will be on product training programs, then on professional development skills, followed by education, and finally leadership programs.

Visit the global web site: www.abb.com/automationuniversity, to register, obtain information, check class availability at any training center worldwide, download the latest training schedule, or get



hotel and site information, etc. Future enhancements will allow students to access their transcripts over the web, receive email notifications of upcoming classes, and download web-based learning programs or job-aids.

To register off line for classes at any training center in the USA, or to obtain information on any course offering, students may call 1(800) HELP-365 and press 2 for Training.

Look at what's hot in the USA

Here are just a few courses worth a look. Visit the US web site at www.abb.com/automationuniversity for course

descriptions, scheduled dates, pricing, and available seating.

- A331 Advant Controller 400 and MasterPiece 200/1 Configuration and Operation
- A351 Advant Station 500 Operator Station Configuration and Operation
- B305 Advant OCS Maintenance
- B405 Advant OCS Engineering
- B415 MOD 300 Migration to Advant OCS
- C300 AccuRay 1190 First Response Maintenance
- K500 Advant Enterprise Professional Essentials for HP-UNIX (for NT see K505)

- K100 AdvanInform Display Services
- K900 Insights with Property Predictor
- M202 Composer Automation Architect
- M207 Maestro Engineering
- M217 Maestro Administration
- M227 Maestro Core Technologies
- US05 ACS/ACH 500 and ACS 300
- US10 ACS 600
- RPS4 S4 Robot Programming
- RPSEA S4 Weld Programming with Easyarc
- RPS4AW S4 Weld Programming with ArcWare

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Bombers, Missiles, and More

Tons of lead ingots come into the Yuasa facility every month to make a variety of energy storage products referred to as “stationary /motive power batteries” which have a wide variety of applications, from powering lift trucks, rail crossings, and telecommunications equipment, to military applications such as the Patriot missile and engine start-up equipment for B-52 bombers.

The ingots are melted and formed into battery components, with water used to wash parts and cool batteries being charged. An extensive array of drainage pipes brings the contaminated water into the facility’s wastewater system for lead removal.

Approximately a third of the water is then reclaimed and returned back into the plant, with the rest discharged into the community sewer system to eventually find its way to the municipal wastewater plant.

However, with the introduction of stricter state environmental protection

requirements, it became obvious that the manufacturing facility’s waste-water system, now some 20 years old and original to the plant, was not going to be able to handle the new limit of 64 milligrams of lead per liter, the maximum permitted.

A new wastewater system was installed with state-of-the art lead recovery technology, and it was during this time that it was

decided to also upgrade the original controls which had become obsolete, with parts such as gauges difficult to obtain.

New Compact Control System Installed

Since FCS, Inc. was involved with supplying the instrumentation products to the battery plant already, it was asked by Yuasa if it knew of any alternative control system that might be available in

its price range. FSC, Inc. suggested ABB’s Freelance 2000 compact computer system.

Freelance 2000 has graphics and analytical features similar to a distributed control system (DCS) and an architecture much like that of a PLC. The major difference is that it operates on a truly global database. This is extremely helpful during development and later when changes are made to the system.

The system is designed to economically handle a wide range of applications, such as the 130 I/O points Yuasa needed. The standard package has the capacity for 14,000 I/O points, if necessary.

The cost for the compact control system was well within Yuasa’s budget limits. Helping to minimize the expense was the fact that the operator station is an off-the-shelf NT 4.0 Workstation; in this case a Dell.

If you would like more information about Freelance 2000 or other ABB Automation systems, products, or services, call 800-626-4999. [□](#)



What About Parts? ABB Automation Services, Parts & Logistics

As automation systems are becoming more and more sophisticated, the need for a supplier who can deliver reliably, is important to prevent disruption of production. At ABB our logistics operations are open 24 hours a day, 365 days a year to ensure availability and on-time delivery of parts and materials.

Our Logistics Center Network minimizes delivery times by utilizing our network of shipping partners for distribution from strategically placed depots around the country, including Inventory Centers in Columbus, OH; New Berlin, WI; Fort Lauderdale, FL; Wickliffe, OH and Williamsport, PA. This shipping network ensures the fastest, efficient delivery of critical parts.

ABB Parts & Logistics' flexible portfolio options permit customized solutions to suit specific operational needs. Inventory Access, Parts On-Line, Asset Management and

Parts Utilization/Extended Warranty are a few of the many programs which represent ways to maximize ROI in parts and repair service. ABB Automation Services' U.S. Repair Centers include Columbus, OH; New Berlin, WI and Chicago, IL.

Inventory Access

ABB's Inventory Access program provides a customized spare parts inventory maintained by ABB at our customer's location, ABB assumes the warranty and obsolescence cost until the part is placed in service. This reduces initial capital expenditures and long-term cost of ownership of new equipment spares, and existing equipment upgrades.

Parts Utilization/Extended Warranty

The Parts Utilization/Extended



Warranty provides a calculated spare part expenditure by allowing a fixed monthly charge for the replacement of all parts registered in the program. Cost is based on typical parts expenditures for a each location.

Refurbishment and Repair-Return Programs

The Refurbishment and Repair-Return Programs reduce customers' cost of maintaining equipment through cost-effective utilization of factory repairs and factory-certified refurbished parts. ABB repair services are available for all ABB products as well as selected OEM products.

Parts On-Line

ABB's Internet-based Parts On-Line service provides parts information and ordering 24 hours a day, 365 days a year. Parts On-Line offers efficiency in spare parts provision with real-time access to the current database including descriptions, pictures, application information, prices and technical specifications on more than 10,000 spare parts.

Call Us at 1-800-HELP-365

ABB Automation Services, an Industry Leader

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The Performance Services Suite provides the benefits of enhanced performance.

Performance Services are designed to optimize both machine and human performance. This suite is comprised of our Process, Application & Consulting Services which provides industry and application specific solutions for process and application implementation and optimization, and our Training & Education Services which provide custom and standard education products as well as training consultation and professional skills development. The Automation University operates 8 U.S. training centers and also provides on-site training at your facility.

By taking full advantage of the Automation Services portfolio, our customers achieve minimum equipment downtime, benefit from increased availability of critical systems and achieve the highest level of plant productivity. □

Some Recent Orders Received...

Farmland Industries ordered an ammonia control upgrade ... *Kraft Foods* ordered robots for machine tending and packaging ... *Harley-Davidson* has ordered a robot for arc welding ... *California Natural Products* ordered a robot for palletizing ... *Florida Power* ordered process controls for combustion control, data acquisition, and burner management ... *Southern Energy California* ordered a burner management system for its Contra Costa Power Plant ... *TVA* ordered a sootblowing control system ... *Consolidated Paper* ordered SYMPHONY Block I/O and PLC interface ... *Bechtel* ordered combined cycle controls for a power station ... *Foster Wheeler* ordered process controls for a refinery project ... *Hemlock Semiconductor* signed a DCI SYSTEM SIX software maintenance agreement and ordered a system expansion ... *GE* ordered process controls for a power plant project. □



Significant Milestones - These four gentlemen represent over 130 years' worth of service to the company. They're shown here at a recent celebration held at the Wickliffe, Ohio, facility. They are (left to right) Harry Putzbach, trade show exhibits manager (40 years on February 25, 2000); Dick Burnett, manager of Proposal Automation & Support (30 years on January 21, 2000); Gary Harpst, manager of Order Administration (30 years on February 9, 2000); and Denny Currutt, manager of Systems Order Processing (30 years on December 30, 1999).

Appointments

Ron Becker has been named director for Life Cycle & Service Products for the US, responsible for developing strategies and product offerings for BU control products. He managed ABB's relationship with Microsoft and served as a core team member for the ABB Software Factory of the Future project.

Scott Spencer has been appointed to vice president of Business

Development for the US Chemical Process Industry Division. He previously served as vice president of Product Management for AIC BU Control, responsible for defining the product enhancement and consolidation strategies for the combined system products of ABB, Alfa Laval and Eltag Bailey.

Franco Gatti is named global manager for Batch Products Development, overseeing software

engineers based in Rochester, NY, and Wickliffe, Ohio. Software engineers based in Europe also contribute to the Batch Products Development team effort.

Gary Kurchyn is senior manager for Advant MOD OCS Software development. He is based in Rochester.

Tom Fink is appointed director of Product Support & Technology Transition based in Wickliffe.

Marcia Zemanek is named manager of Marketing Communications, coordinating marketing support programs for the BU Control and Automation Divisions in the US.

Jim Chmielewski is Comp-AC business manager for the Drives and Power Products Group in New Berlin, Wisconsin. He will be responsible for all marketing-related activities for the Comp-AC business processes, including websites, E-Commerce, logistics, and regional warehousing.

Amy Sojkowski joins the Drives and Power Products Group as a marketing analyst. □