
NORTH AMERICA (NAM) TRANSFORMATION

Transition guide for Installation Products



CA
ABB Electrification Canada ULC
Electrification business

tnb.ca
abb.com/ca

**ABB Installation Products Inc.
is transforming our enterprise
resource planning (ERP) platform
from our legacy system to a proven
installation of SAP (Torque) and
will also transition to an industry-
proven front-end interface as our
customer portal (ABB empower).**

**This change will help deliver
improved logistics and optimize
all efficiencies that can help lower
your transactional costs.**

Table of contents

04	Overview
05	Information that will be communicated in this guide
06	Checklist for Installation Products customer transition
07	Account set-up for new ABB empower users
08	ABB Installation Products Inc.
09	ABB empower overview
11	Product pricing structure
11	Special pricing authorization
12	Ship & debit claim process
13	ABB empower pricing management process
13	eCommerce
14	Return material authorization (RMA)
14	Customer service
15	ABB technical support
15	ABB Installation Products sales organization

[Glossary](#)

Overview

This is your how-to guide for the new processes, policies, and procedures associated with the transition of certain product lines from ABB's T&B Access customer portal to ABB empower.

We want to make this transition as seamless and straightforward as possible. If you have questions about the transition, the ABB empower operating system or, if you need any assistance, please contact your ABB sales representative. Our experienced customer service support team is also available to provide assistance during the transition and beyond. For details, see the customer service section of this guide.



If you are new to ABB empower, it is important that your systems are updated with the required changes documented in this transition guide. This will ensure that all orders and invoices are properly processed. Please carefully review the details in this document and ensure that your company completes the necessary actions.

The following is a list of product lines associated with Electrification Installation Products (ELIP) with short descriptions that will be transitioned. We recommend you review this list closely.

Product line description	Product line
Steel City boxes and accessories	001
Red Dot outdoor weatherproof	002
Steel City floor boxes	003
Kindorf modular metal framing	004
Superstrut channel & accessories	005
Blackburn mechanical	006
Color-Keyed compression	007
Electricians' supplies	008
Ty-Rap fastening	009
Steel City diecast fittings	010
Steel City commercial fittings	011
T&B Liquidtight fittings	012
T&B rigid fittings	013
Blackburn grounding	014
Steel City hangers and clamps	015
Identification	016
Insulation	017
Sta-Kon and Catamount terminals	029
Underground	034
T&B Cabletray ME	039
Non-Metallic Boxes	040
eFab	041
Meter Sockets	050
T&B Teck-JMC Fittings	051
Catamount fastening products	054
Russellstoll Pos-E-Kon	080
Blackburn exothermic welding	083
Spring steel fasteners	084
Furse surge protection	085
Ocal PVC system	087
Ty-Duct	104
T&B cord fittings	105
T&B BX/FLX/MC fittings	106

Product line description	Product line
Steel City liquidtight	115
Steel City EMT fittings	116
Steel City rigid fittings	117
Red Dot conduit bodies	118
Protection & control HT fuses	120
Primary cable accessories 200 separable connector	121
Primary cable accessories 600 separable connector	122
Primary cable accessories joints, terminals, misc.	123
Protection & control fuses arrestors	124
Protection & control switch gear	125
Iberville boxes & covers	126
Express tray-wire basket tray	128
Fault indicators	130
Application tooling	131
Steel City steel squeeze connectors	135
Airfield lighting	136
Canada boreal braiding	140
Deltec	159
Capacitor products	200
Reclosers	201
Electric arc furnace switches	202
Switches, interrupters, accessories	203
Comms service lowering devices misc	204
Sectionalizers VSV (VerSaVac®), VBM (Vermaster)	205
Protection & control switchgear	206
Voltage & fault indicators	207
Carlton elbows	231

Product line description	Product line
Carlton fittings	232
Carlton ENT	234
Carflex fittings	236
Carlton weatherproof	237
Carlton enclosures	238
Carlton premise	241
Spacers, P&C flex duct	242
Carlton junction boxes	243
Carlton electric other	244
Pipe & conduit	250
Homac underground in-line splices & bus connectors	260
Homac transformer & pedestal connectors and covers	261
Homac compression connectors	262
Homac overhead splice & tap connectors	263
Homac tools	264
Homac oxide inhibitor & accessories	265
Homac substation connectors	266
Blackburn overhead splice & tap connectors	267
Blackburn compression connectors	268
Homac grounding products	269
PMA conduit & fittings	292
Adaptaflex	296
Kopex	297
Harnessflex	298
Glands	303
AC Charging	401
DC Fast Charging Wallbox	402
DC Fast Charging Terra	403
Wireduct	504

Information that will be communicated in this guide

What is happening?

ABB Installation Products Inc. is transforming our current ERP platform from a legacy mainframe system that was implemented over 20 years ago to a proven version of SAP. SAP is a fully integrated and leading cloud ERP that will allow us to optimize processes, efficiency, and data protection. This transformation will include a transition from our current customer portal (T&B Access) to ABB's empower platform, which, along with SAP, will provide a common interface for conducting business across all divisions of ABB Electrification.

The transformation and subsequent upgrade will not affect our warehouse management or manufacturing systems, but will include a new transportation management system and provide enhancements to our ability to process customer complaints and case management.

Who will be affected by this transition?

Customers affected by this transition are those currently ordering any of the ABB products identified on page 4 of this guide.

When will the transition happen?

We started this transition with a pilot phase involving our Emergency Lighting (EML) products, in which you may already have been involved, that went live in the summer of 2021. Installation Products is expected to go live in July 2023.

How will shipping schedules be affected?

Customer shipping schedules will remain the same, and your orders will continue to ship out of the current shipping locations.

How are existing ABB empower users affected by this transition?

Existing ABB empower users will now be able to track these additional products in empower. Customers currently using ABB empower will retain their current account number and ABB empower profile.

What tasks are new ABB empower users being asked to complete?

Customers will need to take actions to set up their account with ABB Installation Products Inc. to help ensure an efficient quoting and ordering experience. Please see the checklist on the next page.

How will terms and conditions change?

The ABB Installation Products Inc. general terms and conditions of sale will apply:

[General terms & conditions of sale](#)

Consult your ABB sales representative for more details.



Checklist for Installation Products customer transition

Step-by-step required tasks for a successful transition (CA)

[Click to download copy of checklist](#)

Reference:

Pages 7 & 8

- ☐ **1. Ensure that all of your Emergency Lighting and Installation Products catalog numbers roll up under one of the vendor numbers (newly created or original) prior to go-live date**

Who: EML, Smart Power and Smart Building customers only

Timing: Needs to be completed by ELIP go-live date

Where: Customer's internal system

Page 13

- ☐ **2. Complete user acceptance testing with ABB**

Who: EDI customers only

How: ABB EDI representative will contact the customer's EDI representative

Pages 7 & 9

- ☐ **3. Receive customer number from ABB**

Who: ABB to send (existing empower users continue to use same number)

Timing: Within 45 days of ELIP go-live date

How: ABB empower customer numbers will be provided to the customer

Pages 11-12

- ☐ **4. Ship and debit claim testing (SPA claim-backs)**

Who: All customers with ship and debit quotes

Timing: 45 days before ELIP go-live date

How: Upload all new SAP quote numbers and end user codes. Download empower required template followed by training and testing (EDI 844 and 849 testing).

Page 11

- ☐ **5. Prepare your system with appropriate Product Line/Product Group fields based on new SAP terminology conversion of MPG/MG2**

Who: All customers

Timing: Within 45 days of ELIP go-live date

How: See page 11 of Transition Guide for details and example

Page 13

- ☐ **6. Download pricing files from ABB and upload to customer internal system**

Who: All customers are responsible for downloading new pricing files from [ABB empower](#)

Timing: Within 45 days of ELIP go-live date

How: Download new pricing files from ABB empower and upload files into your internal system

Page 14

- ☐ **7. Submit any pending returns**

Who: All customers

Timing: There will be a freeze window 45 days prior to go-live during which time returns cannot be submitted

How: via T&B Access

Page 9

- ☐ **8. Register for an ABB single sign-on (SSO)**

Who: New empower users

Timing: On or one week prior to ELIP go-live date

Where: [empower website](#) / [Customer registration for empower](#) / [Getting started with empower](#)

Page 7

- ☐ **9a. Log in to empower**

Who: New empower users

Timing: On ELIP go-live date

Where: [empower website](#) / [Customer registration for empower](#) / [Getting started with empower](#)

Pages 7 & 9

- ☐ **9b. Log in to empower and request CAS6 Sales Org to be added to empower profile**

Who: Current empower users

Timing: On ELIP go-live date

Where: [empower website](#) / [Customer registration for empower](#) / [Getting started with empower](#)

Legend

Vendor number – Unique number assigned for ELIP by the customer to ABB Installation Products once the customer has identified ABB as a vendor in their internal system.

Account number – Unique number assigned by ABB to each customer. This number is generated by ABB's SAP system and is the same number used in empower to identify a customer.

Customer number – Same number as the account number.

Account set-up for new ABB empower users

All customers purchasing affected products will be migrated to the ABB empower operating system. Your new ABB empower customer number will be communicated to you in the coming weeks. Once that migration is complete, new payment terms may apply. Please note, your remittance information will change. A copy of the ABB general terms and conditions of sale is linked below for your reference.

All payment remittance info can be found in the vendor set-up information on the following page.

Sales tax exempt certificates and sample purchase orders



This must be completed prior to the go-live date; otherwise your account will not be active, and you will not be able to place orders.

In all cases, a new sales tax exempt certificate with the vendor/supplier name either left blank or made out to ABB Installation Products Inc. will be required. Those made out to specific brands within ABB, such as Lightalarms, Ex-Solutions or Hazlux, etc., will not be accepted.

For non-T&B Access users, once you receive your empower customer number, please email tax exempt validation documents to collection.canada@ca.abb.com. Required tax exemption documentation for each province is listed below. Please include your empower customer number in all correspondence.

Manitoba – A vendor permit number must be provided to exempt a sale.

Saskatchewan – A vendor permit number must be provided to exempt a sale. Additionally, a copy of the tax exemption certificate OR screen print of the provincial sales tax (PST) validation from the Saskatchewan eTax Services (SETS) website must be provided.

British Columbia – A vendor permit number or a purchase exemption certificate (PEC) must be provided to exempt a sale.

GST/HST: Documentation certifying tax exemption status must be provided to exempt a sale. If the company name on your tax exemption certificate varies from the company name on your purchase orders, please submit your TD1 along with the requested information.

Document download

[General terms & conditions of sale](#)

ABB Installation Products Inc.

Vendor set-up information

For customers ordering both Emergency Lighting products and Installation Products, there may have been the need to set up a new vendor number in order to separate products during the pilot phase. When Installation Products transitions to empower, all products may transition to the same vendor number.

If open orders need to be cancelled and recreated in our new ERP system, your ABB customer service rep will contact you.

NEW REMITTANCE INFORMATION - CHEQUE AND WIRE:

For payment by cheque, please follow the instructions below:

Cheque payment in CAD (via registered mail)

Name: ABB Electrification Canada ULC
c/o: T45798C
PO Box 4578 Station A
Toronto, Ontario M5W 0L8

Cheque payment in CAD (via courier)

Name: Toronto Wholesale Lockbox Department
4 Prince Andrew Place
Toronto, Ontario M3C 2H4
Attn: ABB Electrification Canada ULC
(Lockbox# T45798C)

Cheque payment in USD (via registered mail)

Name: ABB Electrification Canada ULC
c/o T45798U
PO Box 4578 Station A
Toronto, Ontario M5W 0L8

Cheque payment in USD (via courier)

Name: Toronto Wholesale Lockbox Department
4 Prince Andrew Place
Toronto, Ontario M3C 2H4
Attn: ABB Electrification Canada ULC
(Lockbox# T45798U)

Federal tax ID number: R105265250

Provincial tax ID number: 1002886509

D&B number: 20-200-9064

Your Accounts Receivable contact will be assigned once your account is established in the system.

Inquiries can be sent to: collection.canada@ca.abb.com

For payment by wire or bank transfer, please follow the instructions below:

ACH/wire transfer info

Pay to bank: Citibank N.A. Canadian Branch
123 Front Street West, 18th floor
Toronto, Ontario M5J 2M3

Bank number: 0328

SWIFT: CITICATTBCH

Beneficiary: ABB Electrification Canada ULC

Transit number: 20012

Account number: 2010560105 CAD Account
2010560107 USD Account

If the wire is issued from the US in USD, please use the following intermediary bank:

Intermediary bank: Citibank New York

ABA number: 021000089

SWIFT: CITIUS33

Payment Detail: Invoice: _____

Clearly indicate the number of the invoice(s) being paid

Send remittance advices to: acctg_canada@ca.abb.com



ABB empower overview

ABB empower provides users the ability to fully create and follow orders through key digital commerce functionality.

There are some important guides to help new users become familiar with the ABB empower application and get tips for navigating the tool:

[Customer Registration](#)

[Getting Started in empower](#)

Every page in ABB empower has an icon that links directly to online lessons. ABB empower is very intuitive and even new users can quickly navigate for instant answers.

Getting help: ABB empower account registration

For existing empower users

Check your empower account list to see if your new ABB Electrification account(s) is (are) already on your profile. If not, you will need to request that the account(s) be added. Please consult the link [Getting Started in empower](#) for information on how to request new accounts.

For existing T&B Access users

Each user will need to register for an individual ABB SSO ID to complete their empower account set-up. Once the ID is activated, T&B Access users will have the option to log in with their T&B Access credentials. This will complete the creation of their empower profile and import their accounts automatically. See the [Customer Registration](#) guide for more details.

For non-T&B Access users

New users and users who have not recently logged into T&B Access will need to create an empower profile. This requires you to know your customer account numbers. Visit empower.abb.com and click "Register Now" to begin the user set-up process. Please consult the [Customer Registration](#) guide for more details about how to register for ABB empower.

Contact empowerU@abb.com for technical issues and questions related to using ABB empower. You can also click the icon at the bottom of the page and then select "Help." Customers should contact their Account Manager or empower Admin for account access and revalidation requests. Contact Customer Service for questions regarding orders and billing.



VERY IMPORTANT: Customers are encouraged to create their ABB SSO ID and download their pricing files at least 30 days prior to go-live. For new empower users, your profile will not be available for use until day 1 of go-live.

Step 1: Log in or create an account through "Register Now" link.

Step 2: Create your profile with your ABB ID or click "Get ABB ID to Register."

Customers who purchase products across multiple ABB sales organizations may see a list of approved accounts on their empower account management page based on the ABB sales organizations with which they transact.

Select the correct account that corresponds to the ABB sales organization on your purchase order. Please note for products affected by this transition guide, "ABB Electrification EL Canada" should be chosen.

The following are examples of ABB's various sales orgs and a screenshot of the empower account management page:

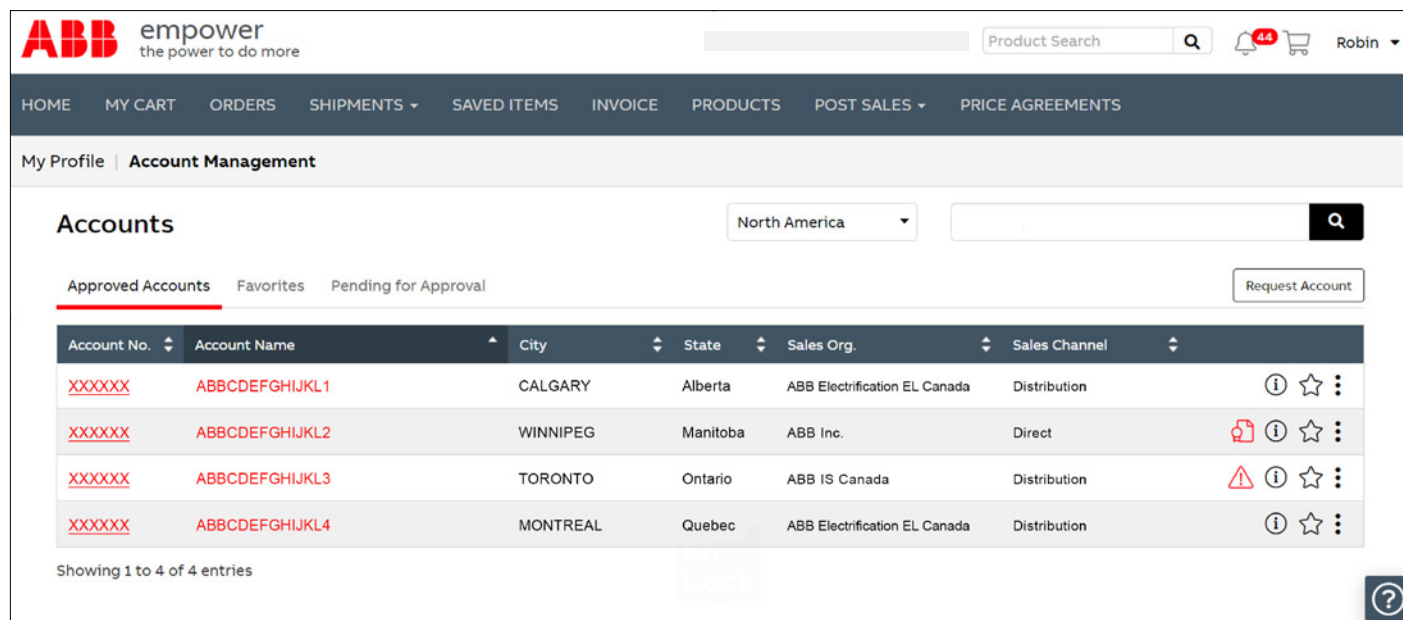
ABB IS United States to be used when placing an order for legacy Industrial Solutions and ABB Smart Buildings/Smart Power material (US)

ABB IS Canada to be used when placing an order for legacy Industrial Solutions material (CA)

ABB Inc. to be used when placing an order for legacy Zenith, power controls material and Current Technology material (US)

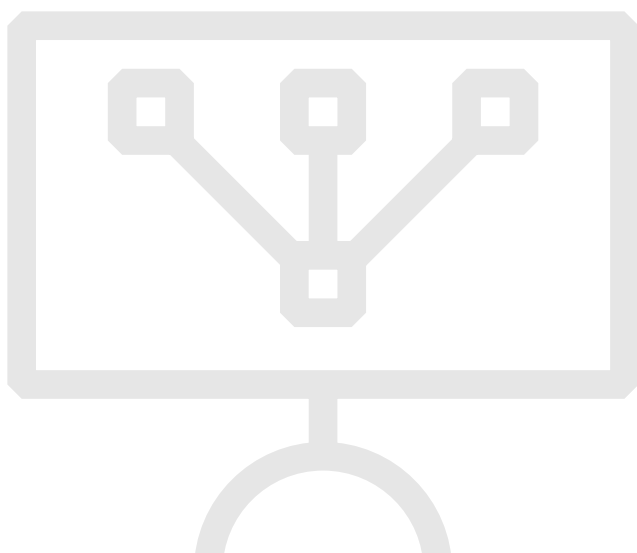
ABB Installation Products USA to be used when placing an order for Installation Products and Emergency Lighting (US)

ABB Electrification EL Canada to be used when placing an order for Installation Products, Canada Smart Buildings/Smart Power and Emergency Lighting (CA)



The screenshot shows the ABB empower account management interface. At the top, there's a navigation bar with links like HOME, MY CART, ORDERS, SHIPMENTS, SAVED ITEMS, INVOICE, PRODUCTS, POST SALES, and PRICE AGREEMENTS. Below this, the 'My Profile | Account Management' section is visible. The 'Accounts' tab is active, showing a list of approved accounts. The table has columns for Account No., Account Name, City, State, Sales Org., and Sales Channel. Four accounts are listed, all with 'XXXXXX' as the account number. The sales organizations are ABB Electrification EL Canada, ABB Inc., ABB IS Canada, and ABB Electrification EL Canada. The sales channels are Distribution, Direct, Distribution, and Distribution. A 'Request Account' button is located at the top right of the table. Below the table, it says 'Showing 1 to 4 of 4 entries'.

Account No.	Account Name	City	State	Sales Org.	Sales Channel
XXXXXX	ABBCDEFGHIJKL1	CALGARY	Alberta	ABB Electrification EL Canada	Distribution
XXXXXX	ABBCDEFGHIJKL2	WINNIPEG	Manitoba	ABB Inc.	Direct
XXXXXX	ABBCDEFGHIJKL3	TORONTO	Ontario	ABB IS Canada	Distribution
XXXXXX	ABBCDEFGHIJKL4	MONTREAL	Quebec	ABB Electrification EL Canada	Distribution



Product pricing structure

In SAP, different terminology is used to identify Product Lines/Product Groups for pricing purposes:

- Product Line = MPG
- Product Group = MG2

For Product Group, there is a 1-to-1 relationship between MG2 and the existing Product Groups in TOPS (cross reference files will be available for download from the NAM Transformation website). Any existing Product Group pricing discounts will be maintained for the new MG2 with no impact on SKU-level pricing.

The pricing file for the SAP conversion will be based on the [MPG/MG2 pricing structure](#). Please prepare your system to accept these fields.

At the Product Line level, some have been divided into multiple MPGs based on the cross reference, but this will not impact the pricing structure. An example is provided below.

Current TOPS PL		New MPG	New MPG Description	Current TOPS PG		New MG2	New MG2 Description
3	→	15	STEEL CITY FLRBOX M	300	→	15A	SCFB 600 SERIES FB - CAST IRON III
3	→	15	STEEL CITY FLRBOX M	301	→	15B	SCFB 600 SERIES FB - CAST IRON IV
3	→	16	STEEL CITY FLRBOX NM	306	→	16A	SCFB 640P SERIES FLOOR BOX - PLASTIC
3	→	16	STEEL CITY FLRBOX NM	307	→	16B	SCFB 640P/740 SERIES ACTIVATION II
3	→	17	STEEL CITY FLRBOX PT	328	→	17A	SCFB ACCESS FLOOR MODULE - FREEAXES
3	→	17	STEEL CITY FLRBOX PT	330	→	17B	SCFB ACCESS FLOOR MODULE - SPECIAL

Special pricing authorization

Definition

Special pricing authorization or SPA quotation is an agreement between ABB and a distributor to use pre-negotiated prices to serve specific end users through its inventory. The distributor claims back the difference between the into-stock price and the pre-negotiated price of goods within a specified period.

This SPA definition does not apply to any other type of quote or agreement that ABB utilizes.

Purpose

SPA quotations allow ABB and its distribution partners more flexibility to bid in strategic sales situations.

Application and duration

Each SPA quotation given to a distributor correlates directly to an authorized end user. The SPA quotation effective date and the SPA quotation expiration date are specified at the creation of the SPA. The maximum length is one year for the expiry date; however, SPA quotations are renewable. SPA quote pricing cannot be used for into-stock purchases.

Responsibilities

ABB sales representatives are responsible for identification of, suggestions for, and recommendations on situations requiring SPA quotations, as well as ensuring that required approvals and proper documentation (including the end customer number) are obtained prior to committing to special pricing to the distributor. Written authorization is required as verbal SPA agreements will not be accepted. Distributors are responsible for ensuring that SPA pricing is used in accordance with the quotation and providing requested documentation in support of claims. Misuse of SPAs may result in termination of the quote agreement with the distributor. All claims are subject to ABB audit.

End customer guidelines

- Each end customer listed on a secondary SPA requires a unique end customer number.
- Pricing for secondary SPA agreements will be reviewed on an annual basis. All pricing is subject to change.
- Secondary SPAs must be greater than \$10,000 in sales annually (with a minimum of \$2,500 per each end customer).

Ship & debit claim process

ABB Electrification Products documentation requirements and resources for submitting ship & debit claims for credit

Ship & debit claims submission data should include:

- Distributor account number
- SAP agreement number
- Credit reference number
- ABB catalog number
- End customer account number (End user code)
- End customer name
- End customer invoice date
- Distributor invoice number
- Quantity sold
- Cost per unit
- SPA cost per unit
- Distributor requested credit amount

All customers are responsible for downloading new pricing files from ABB empower within 45 days of the go-live date. Once downloaded, upload pricing files into your internal system as outlined in the checklist document. New SAP agreement numbers will link to the current ship & debit quote numbers. The new SAP agreement numbers (beginning with 4500) will have to be submitted with your claim.

ABB empower

The ABB empower U homepage contains complete user guidelines for all aspects related to ABB empower usability, including:

- What is ABB empower? [Overall introduction and benefits of using ABB empower](#)
- How to get started: [login/sign up process and useful ABB empower links](#)
- [ABB empower SPA claim process description](#)

Ship & debit claims

All ship & debit rebate claims related to Electrification, Smart Power and Smart Buildings products must be submitted through ABB empower or via our new EDI SAP Interchange ID, including ship & debit claims related to orders entered in TOPS and T&B Access (legacy systems) prior to the transition. ABB will no longer accept submissions via T&B Access or the old interchange ID for Smart Power and Smart Buildings product lines.

If you are currently submitting ship & debit claims via a web portal (T&B Access/empower) and require support for a transition to EDI, please contact our EDI support team at edisupport@us.abb.com for account set-up.

For questions about the ship & debit credit process, please email spasupport.canada@ca.abb.com

Reference

[ABB Electrification SPA Rebate Policy and Procedures Canada](#)



ABB empower pricing management process

<p>Price & Availability</p> <p>The Price & Availability module allows users to obtain real-time price and availability information for catalog based products. These items can then be directed added to...</p> <p>🕒 2 min</p>	<p>Pricing Terminology Updates</p> <p>Learn about recent updates to the pricing field labels in empower in order to support updated global processes.</p> <p>🕒 3 min</p>	<p>Project Pricing</p> <p>Learn about how to price an empower quote to receive the correct product multipliers and submit price appeals.</p> <p>🕒 7 min</p>	<p>Special Pricing (SPA) Management</p> <p>Get access to your specific SPA agreements and published book pricing. Learn how to request and download these files.</p> <p>🕒 3 min</p>
<p>Rebate Requests</p> <p>[5 minutes] Users can submit their Rebate Requests on empower. Learn how to process a manual rebate or upload a rebate file for processing.</p>	<p>Rebate Tracking</p> <p>[3 minutes] Users can now track their rebate requests and download their reconciliation reports directly from ABB empower.</p>	<p>Once you receive your ABB empower credentials, you may access the complete ABB empower learning program at https://empoweru.lessononly.com/learn.</p> <p>For example, the following link describes the pricing management process including the topics listed below. Login to your ABB empower account to review the information.</p> <p>https://empoweru.lessononly.com/learn/topics/37889-pricing</p>	

eCommerce

Industry feeds

ABB will continue to feed enhanced marketing information for our top products via the Industry Data Exchange Association (IDW) and Trade Services platforms such as 1World Sync, Data Alliance, etc. This includes specification pages, technically attributed content, images, marketing descriptions and links to additional support material.

EDI

Our excellent EDI services will continue to be available, and if your network connection is routed through a value-added network, no changes are anticipated.

If you have a direct AS2 or S/FTP network connection, we will contact you with related connection details and work with you to test the connection in both the test and production environments. This will also entail updating your current EDI ABB Installation Products trading partner profile with the following information:

ABB's EDI IDs:

- **Test:** 002154433IDXT
- **Production:** 002154433IDX
- **Qualifier code:** 01

If you are a customer who was part of our Emergency Lighting (EML) or Smart Power/Smart Buildings (SP/SB) products conversion, you may consolidate your new ABB vendor and EDI trading partner configurations created during the go-live for these two transitions.

Return material authorization (RMA)

All return requests for affected product lines will transition from T&B Access to ABB empower.

—
01 Warranty returns
can be requested via
the Post Sales option
in empower

To ensure a smooth transition, we are implementing a 30-day cut-off prior to the go-live date in July 2023, during which time no new RMA requests can be entered in T&B Access. Your new requests will be entered into empower by our customer service team when the transition is complete. We strongly encourage you to return the products associated with any returns currently open in T&B Access prior to the 30-day cut-off.

POST SALES ▾
Returns
Rebates

—
01

To be eligible for credit, returned products must meet the following requirements:

1. They must be current design, in new, unused, undamaged condition and in their original, unopened, “as-shipped” cartons.
2. They must be classified by ABB as returnable as indicated in the ABB empower RMA tool.
3. Returnable products must have manufacturing date codes of two (2) years or less at the time of return.
4. Returned products must be received by ABB within 30 days of the RMA approval date.
5. Return freight must be prepaid by the distributor location (excluding ABB error returns and VMI partner returns).
6. No debits are allowed until the material has been returned and the factory has inspected and issued the credit.
7. The debit amount must match the approved amount. Please reference the credit memo number on the debit.
8. RMAs must be included. Material arriving at our facility without RMA will be returned to sender.

Note: These are the standard return terms; please refer to your Master Sales Agreement for additional information.

Customer service

ABB customer service support team: all orders for ABB Installation Products will flow through ABB empower, the ABB online portal. To assist you during

this transition, we have an experienced customer service support team to serve as your consistent point of contact.

The ABB customer service support team offers dedicated support by:

- ☐ Monitoring orders to help ensure that every shipment stays on schedule based on requirements
- ☐ Offering alternative solutions to out-of-stock items or lengthy lead times
- ☐ Serving as your access point for after-hours emergency services
- ☐ Coordinating inventory adjustments based on your specific forecasted need
- ☐ Expediting products to meet your customer's timeline where possible
- ☐ Assisting with order issues and special-order instructions

[Customer Service Contacts](#)

ABB technical support

ABB tech support provides support and solutions for ABB products and applications, and offers the following services:

1. Product application support
2. Troubleshooting
3. Technical certificates
4. Testing information
5. Copies of old product literature
6. Safety data sheets
7. Instructors for equipment start-up
8. Web and email contact
9. Nexus application information

For the most up-to-date Installation Products customer service contacts and technical services contacts, please visit:

Canada contacts

[Customer Service Contacts](#)

[Technical Support Contacts](#)

ABB Installation Products sales organization

West

Rob Ruys
Regional Sales Manager
rob.ruys@ca.abb.com

Ed Atkinson
Sales Manager (BC)
ed.atkinson@ca.abb.com

Caleb Djkowich
Sales Manager (Alberta)
caleb.djkowich@ca.abb.com

Cory Pilbeam
Sales Manager (Midwest)
cory.pilbeam@ca.abb.com

Matt Courtorielle
Inside Sales Supervisor
matt.courtorielle@ca.abb.com

South

Todd Ferguson
Regional Sales Manager
todd.ferguson@ca.abb.com

Rick Humphrey
Sales Manager (Central)
rick.humphrey@ca.abb.com

Susan Woods
Inside Sales Supervisor
susan.woods@ca.abb.com

East

Jean-Francois Dugal
Regional Sales Manager
jean-francois.dugal@ca.abb.com

Ian Richard
Sales Manager (Quebec/French)
ian.richard@ca.abb.com

Brian Murphy
Sales Manager (Atlantic/Ottawa)
brian.murphy@ca.abb.com

Nathalie St-James
Inside Sales Supervisor
nathalie.st-james@ca.abb.com

Utility

Jay Misheal
National Leader
jay.e.misheal@us.abb.com

