Securing Critical Power Solutions
ABB Power Protection

ABB’s UPS Services offerings range far beyond standard product support: from on-site services for risk-reducing installation and startup, to availability services to help you proactively reduce downtime and meet your service-level commitments.

From installation to product retirement, warranty upgrades to remote monitoring, proactive care to 24/7 problem resolution, you can rely on ABB’s field service organization for all your electrical infrastructure support needs.

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On-site & emergency services
- 24/7 Emergency hotline
- Installation
- Commissioning, startup
- Repair, upgrade, retrofit
- Assessment, inspection, testing
- Online assistance
- Battery measurement/monitoring

Parts and repairs
- Spare parts supply
- Repair services
- Product replacement/return
- Equipment rentals
- Battery replacement

Contractual services
- Maintenance service contracts
- Remote Monitoring & Diagnostics
- Preventive, planned maintenance
- Resident technical services
- Upgrade management
- Project & site management
- Consultancy and audits

Training
- Training for operators
- Training for maintenance staff
- Product training
- Trainer-to-student and web-based training

Our Service Portfolio

ABB services are designed to provide the life-long operation of all our UPS systems. We have a range of service offerings to meet your requirements. We are at home in all areas of industry and business life, specializing in solutions and services for your electrical infrastructure.
**Maintenance programs**
The reliability and efficiency of your electrical infrastructure ultimately depends on the maintenance programs you choose. The best power protection system in the world is only as good as its service and support systems.

A maintenance agreement is an opportunity for you to increase productivity and availability while lowering your owning and operating costs. Preventive maintenance helps you find equipment problems before they cause failure, leaving you with fewer repairs and less unscheduled downtime.

We have tailored our service contracts to meet your individual demand by offering three different contract types:

- **BASIC Service**
  - Annual maintenance, technical support 24/7 and defined intervention time

- **VALUE Service**
  - BASIC features plus free intervention in case of emergency

- **PREMIUM Service**
  - VALUE service features plus all material needed for repair

**Contract features**
Depending on your requirements, you can choose from the following services:

- 24/7 technical support by our local Service Center
- Guaranteed presence on-site within the agreed time (Next Working Day, 12, 6 or 4 hours)
- Annual maintenance visit to analyze the UPS and operational conditions
- Spare parts included for emergency repairs
- Guaranteed 24/7 availability in our stock for the most common parts for your UPS
- Preferential pricing for parts and hourly rates
- iUPSGuard Remote Monitoring & Diagnostics (RM&D) (optional, included in PREMIUM)

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<th>Warranty</th>
<th>Warranty Service</th>
<th>BASIC Service</th>
<th>VALUE Service</th>
<th>PREMIUM Service</th>
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<td>Maintenance report</td>
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<td>iUPSGuard remote monitoring</td>
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+ Included
• Optional
— Not included
+* 1 check per year

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**Warranty**

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<th>Warranty period</th>
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Battery solution

One of the significant components of your UPS system is the batteries.

ABB knows how important your stored energy is. We therefore offer professional services to check your battery, its interconnections and its operational conditions. Not only can a failure in one block jeopardize a whole battery system, but high ambient temperatures dramatically reduce the lifetime of your battery. The tests will help you take the right decisions to keep your system at peak readiness.

ABB also provides a battery monitoring solution with the latest technology that continuously monitors battery performance and critical parameters like voltage and impedance. This solution provides 24/7 alarm notification.

Battery replacement

Batteries have a limited lifecycle, so after some years of operation, they will need to be changed. Because of the special nature of UPS battery systems, it is important that the replacement is done professionally. ABB provides a complete solution to replace battery banks.

Battery monitoring solution

Battery monitoring solution based on voltage and impedance measurement. It also measures string current and battery temperature.

Benefits

Status information
- Actual information on battery and ambient conditions
- No need to stop the operation of the UPS out of operation or discharge batteries
- Professional reports for all your battery’s parameters
- Printed charts to visually compare each battery block

Predictive information
- Measurements taken over a number of months/years will show the long-term reliability trend
- Predict the life expectancy of the battery system

Peace of mind
- Maximum performance and availability for battery systems
- Clear information on budgeting for battery replacement to avoid surprises.
iUPSGuard: the state-of-the-art UPS predictive solution

Your UPS equipment protects business-critical applications, sometimes in dispersed and remote locations.

Ongoing maintenance ensures maximum performance. To maximize uptime, power protection systems should be continually monitored.

ABB’s iUPSGuard is a cloud-based remote monitoring solution for UPS, providing status monitoring and alarm notification that supports all ABB UPS product lines – anytime, anywhere. iUPSGuard provides current and detailed information about UPS operation, including its configuration, internal alarms and operating conditions over the web. iUPSGuard notifies personnel of critical alarms and events via email or SMS, allowing a user or ABB technician to make timely decisions on critical conditions. In addition, comprehensive data collection and analysis improves diagnostics capability, enhances response time and, thanks to the predictive algorithm, anticipates problems.

Continuous monitoring and ongoing maintenance help ensure the maximum performance of your UPS equipment, as it protects business-critical applications.

With comprehensive data collection and analysis, iUPSGuard is not only a remote monitoring & diagnostics (RM&D) system, but the core of the integrated service offering ABB Power Diagnostics.

Safe and secure
- Highly secure and efficient data transmission
- SSL encrypted unidirectional communication
- Firewall friendly – no changes required to firewall settings or proxy servers, providing easy deployment and addressing compliance objectives

Flexible Communication Options
- Supports various communications, including IP and GPRS
- Email and SMS alarm notification

24x7 UPS Status and Monitoring
- Optimized data transmission helps ensure the latest and most up-to-date information is available
- Alarms and other critical events are submitted automatically when an event occurs. All other values are regularly submitted
- Data collection of status values, settings, as well as alarm and event logs
- Easy to configure and connect
- Predictive algorithm to anticipate issues.

Contact us:
For more information, email us at service-ups@abb.com and visit us on the web at new.abb.com/contact-centers