System failures due to breakdowns are an inevitable reality in substations. Fast response and restoration are essential to minimize disruption of service and associated losses in revenues and production.

Global experience, local solutions
Regardless of the size of a network and its power and voltage levels, ABB offers a comprehensive portfolio of services providing solutions to restore substations to normal operation. Highly skilled personnel and advanced tools ensure accurate on- and off-site assessment for optimal results. Due consideration is given to an array of factors including technical, financial, environmental and safety aspects, resulting in reliable and long-lasting solutions.

ABB offers a 24-hour hotline that is available to customers worldwide. Service and repair teams ensure fast response and provide access to comprehensive domain knowledge and worldwide experience.

ABB is renowned for its flexibility in the repair of many different types and makes of substation components. With access to original design files, documentation and technologies used within the ABB family of products over the last half century as well as the current common design, manufacturing and quality practices being utilized by in-house substation components factories throughout the world, ABB is ideally positioned to get failed or at-risk equipment up and running in the shortest possible time.
Field service

ABB’s field personnel is trained and certified to help customers minimize downtime and get facilities back online as quickly as possible.

Speed is usually crucial

ABB provides condition enhancement, on-site refurbishment, supply of original spare parts, project management, logistics and transportation 24 hours a day to ensure the maximum availability of the installation. We also offer support during the planning phase as well as proficient management of processes and site activities to help customers in finding the optimal solution.

ABB’s local organizations address urgent customer demands by focusing on key factors including:

– Communication management – ensuring good coordination and flow of information from the early stages of a critical situation to minimize time lost.

– Spare parts – having critical parts on hand can significantly reduce the downtime associated with a failure. ABB has access to the original design documents for a large number of substation components installed worldwide, that belong to the ABB family of products. This allows us to trace part numbers and obtain original replacement parts within record time. ABB also offers aftermarket services including engineering support to find equivalent parts or to redesign replacement parts, should original ones no longer be available.

– Quality – globally coordinated and proven processes ensure that customers benefit from high-quality repair and state-of-the-art testing of substation components.

Conclusion

ABB offers tailored service solutions to optimize customer benefits from maintenance investments. In order to minimize the impact of possible substation equipment failures, ABB is in a position to commit fast reaction times to urgent requests.