

Low and Medium Voltage Service

Why using the manufacturer of the current replacement element is best

Frequently asked questions

Why use the manufacturer of your switchgear to provide a replacement breaker?



Product enhancements

Only the original equipment manufacturer can keep the end user informed about important product enhancements and improvements over time. Using third party sources for replacement breakers can fracture the ownership chain and isolate the end user when important information is disseminated. Traceability is essential when product enhancement information for critical system applications is published.

Manufacturing data

The original manufacturer is the only source for original drawings, design test information and production test results. Third party sources may be less responsive to important customer data needs.

Authentic replacement parts

The original manufacturer is the leading source for a full array of factory authentic replacement parts and components. Utilizing third party sources can increase costs and lengthen delivery for important parts.

Service

The original manufacturer is the only source for expert factory trained service, maintenance and equipment repair. Using third party sources without critical and current factory training can lead to poor performance, accelerated equipment wear and, in extreme cases, catastrophic equipment failure.

Warranty

Purchasing replacement breakers from sources other than the manufacturer of the replacement element can lead to serious warranty issues and greatly erode product traceability. Third party companies may outsource part of the manufacturing process such as plating, machining, etc. and then assemble the replacement breaker, sometimes with parts modifications that could invalidate the original element warranty. Multiple sources involved in the process can complicate warranty issues. Because ABB replacement breakers are 100 percent manufactured in our circuit breaker factories, we stand solidly behind our products with a full ABB warranty.

For more information about ABB services, please contact your sales representative or call one of the numbers listed below:

ABB Inc.

Low and Medium Voltage Service

Florence, South Carolina

Phone: +1 800 HELP 365 (option 7) or +1 407 732 2000

www.abb.us/mvservice

Note:

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