

FACT SHEET

SoftstarterCare™ Service engineer tool



Service engineer tool makes softstarter commissioning easy by plug-in your PSE or PSTX softstarter using a PC. Access all parameters, event logs and troubleshooting information.

01 Softstarter-Care™

SoftstarterCare™ is the service tool for ABB's softstarters PSE and PSTX

Improve the installation, service and maintenance time with SoftstarterCare™. The software speaks with both PSTX and PSE: PSTX uses a mini-USB to USB, while the PSE has a special USB.

When the softstarter is connected, the PC automatically detects the softstarter - just plug & play.

Easy commissioning

When plugged in, all parameters can be seen and be changed directly in SoftstarterCare™, and the softstarter will instantaneously update the value in the display.

In the status data tab, all status data that the softstarter is measuring is available. Data such as current and voltage are very valuable during commissioning to ensure that the motor starts up according to expectations.

Easy troubleshooting

In SoftstarterCare™ the event log shows Faults, Protections, Warnings, Run and Parameter changed logs. This is helpful when identifying potential issues in the system and when doing troubleshooting. All the data can also be exported to a file that can be read or shared with the tech-support group.

Additionally, SoftstarterCare™ can be used to update the firmware on the softstarter, ensuring that all the latest functionality is loaded to the softstarter.

Service engineer tool gives you:

- Access to all parameters on the HMI from a PC
- Access to additional parameters that can't be reach from the HMI
- Access to event log
- Softstarter status information
- Troubleshooting form with pre-filled softstarter information
- Access to upgrade the softstarter firmware

The service engineer tool is available for free. Download the tool here: [Link](#)

USB cable from ABB is needed

USB cable	Type	Order code
PSTX USB cable	PSCA-1	1SFA899314R1001
PSE USB cable	PSECA	1SFA897201R1001

For more information, please contact your local ABB representative or visit solutions.abb/softstarters