

# Life cycle services for distribution protection and control

## Technical product support



Technical product support over the entire product life cycle.

Did you know that ABB provides full support from start to finish?

**ABB is dedicated to providing support through the entire product life cycle, from the pre-sales phase all the way to the engineering, commissioning and maintenance phases.**

The ABB SupportLine service ensures that technical product support for all distribution protection and control products is available from the product experts close to the customers world wide and for a very wide range of product families.

### **Support over the product life cycle and beyond**

ABB provides technical product support for products that are in active, restricted or legacy life cycle phases. The technical support for products in the legacy phase may diminish over time. Products in the obsolete phase may still be technically supported.

### **Supported product series**

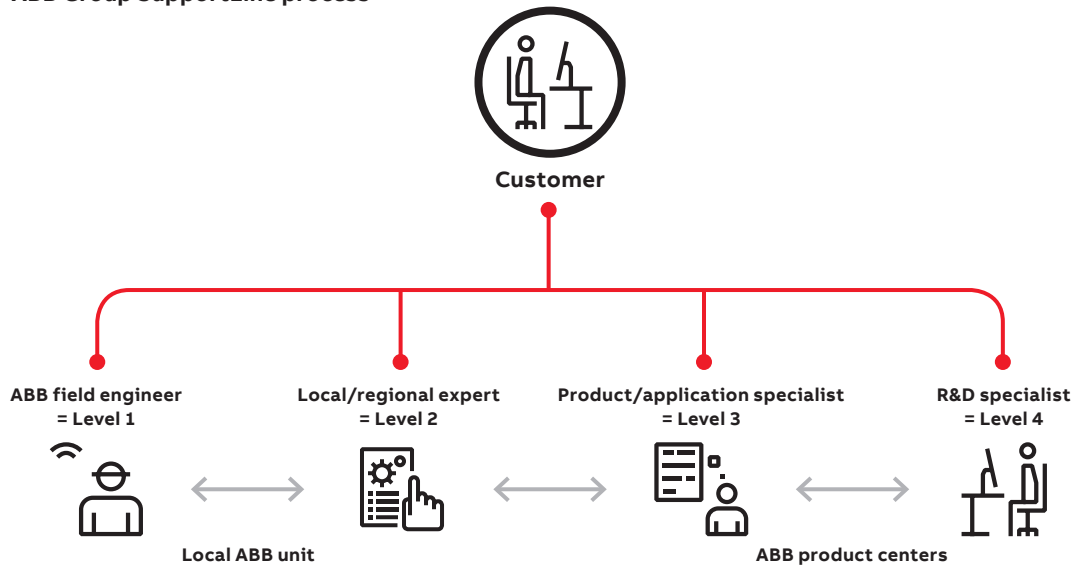
Technical product support is available for the following Distribution Automation product series, provided by the specialists from the responsible product center.

- Relion® 630 series
- Relion® 615 series
- Relion® 610 series
- Relion® 605 series
- REF/RET/REM541/543/545 terminals
- REF542plus terminal
- REX521 relay
- REJ / REU 521/525/527 relays
- REA Arc protection system
- SPACOM relay family
- SACO annunciator units
- Communication devices (e.g. SPA-ZC)

ABB Distribution protection and control technical support also covers system integration questions related to:

- MicroSCADA Pro product family
- COM600 Station Automation

## ABB Group SupportLine process



### Content of repair service for protection relays

During the repair work, the product is thoroughly inspected and tested. The repair service includes:

- Product analysis – simulation of reported defect as a basis for planning the repair work
- Repair work – repair of detected defect or replacement of defective component with a genuine spare part
- Repair report – detailed account of visual inspection, fault analysis, changed components and final tests

### Benefits

- Cost-effective and ecological extension of product lifetime
- Available for an extensive selection of protection relays
- Repair procedure for ensured quality and efficiency
- Detailed repair report accounting for every step
- Extensive final testing of repaired relay
- Warranty for repair work and replaced components

### Additional information

For more information, please contact your local ABB representative or visit our website at:

[www.abb.com/service](http://www.abb.com/service)

[www.abb.com/mediumvoltage](http://www.abb.com/mediumvoltage)

