
10 good reasons to choose ABB Services for your UPS



ABB services are designed to provide life-long operation for 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.

Our Service Portfolio

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.

1 Coverage

With a presence in 90 countries, ABB has one of the world's most capable service organizations, providing a reliable and rapid response time around the clock.

2 Knowledge

We periodically provide our technicians with the latest training. It is mandatory that our technicians complete annual knowledge assessment, our people are up to date with product knowledge and our service organization is tuned for excellence.

3 Complexity

Picture this: An average UPS manufacturer has 5 product lines. Each has 5 power sizes, containing a minimum of 5 printed circuit boards. Multiply that for 5 major brands, and you get the scale of the complexity a multi-vendor service supplier has to face.

4 Digital age

There was a time when a good technician was someone with a good ear and a screwdriver. That was enough to spot the issue. Times have changed. For example, our SG series has 525 parameters which allow us to tune the UPS to meet the exacting requirements of the site and critical load. The ear doesn't help.

5 Fresh spares

ABB not only provides certified spares and consumables, but ensures that they are at the latest revision level, keeping your installation bug free. Our local offices have stock, and we provide service-level agreements in which spare parts may be included, along with troubleshooting and maintenance productivity.

6 Remote monitoring

Our remote monitoring solution iUPSGuard provides a 24/7 connection with our monitoring center, and has immediate specialist attention.

7 “Repetita iuvant”

Latin for “repeating things helps.” What is the probability that a multi-vendor service provider will work on the same model and brand of your UPS on a daily basis? Would you choose a surgeon who operates daily, or one who does the same operation only once a year?

8 Lifecycle care

The average operation time of a UPS is 10 years. During that time, technology improves, and we find better ways to deliver critical power. Service agreements with ABB include all the revision changes and firmware upgrades we develop, ensuring that your site has the most up-to-date and reliable ABB UPS.

9 What about batteries?

The initial battery design selected when the UPS was new may now not meet the needs of today’s load requirements. We offer consultancy and a free survey to help identify the most cost-effective solution for the demands of the system. ABB and its partners comply with the specific country regulation on waste disposal and ensure a flawless execution, taking care of all the steps in the replacement project, with no hassle for the customer. A battery replacement is a project which involves certified manufacturers, certified battery models, specialized service terms, and clear and compliant disposal procedures.

During replacement, our certified engineers will ensure that the load will not be affected, and that the UPS has the correct firmware revision. In turn, this ensures that the calibration of the system is checked and adjusted to maximize UPS performance on the critical load.

10 Finally, safety first

Working with UPS means working with energized parts; ABB engineers are properly trained and know how to mitigate the risks. This is training, experience plus ABB commitment to Environment, Health & Safety.

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On-site & emergency services

- 24/7 Emergency hotline
- Installation
- Commissioning, start-up
- 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