

Power Protection Services

Preventative maintenance plans



Preventative maintenance plans offer an annual inspection of your equipment to identify and correct potential problems before a crisis occurs. Our Elite plan is comprehensive and provides all-inclusive coverage for any emergency or failure, with the peace of mind that an authorized factory trained technician will be on site to address your problem within a matter of hours.

Basic Plus

- One (1) preventative maintenance visit scheduled anytime, day or night, excluding holidays
- Travel and accommodation expenses to and from the site location
- 7x24 coverage for time and material billable services
- 15% discount on spare parts
- Discount on hourly service rates for remedial and emergency visits
- Priority scheduling on remedial and emergency service visits over non-contracted customers
- A factory trained representative available 24-hours per day/365 days per year

Supreme

- One (1) preventative maintenance visit scheduled anytime, day or night, excluding holidays
- Travel and accommodation expenses to and from the site location
- 7x24 coverage
- 15% discount on spare parts
- Repair and emergency service visits included
- Priority scheduling on remedial and emergency service visits over non-contracted customers
- A factory trained representative available 24-hours per day/365 days per year
- 24-hour, 8-hour, or 4-hour response times*
- Replacement of on-site spare stock if part is used for preventative maintenance, an emergency, or repair

Elite

- One (1) preventative maintenance visit scheduled anytime, day or night, excluding holidays
- Travel and accommodation expenses to and from the site location
- 7x24 coverage
- 15% discount on spare parts
- Repair and emergency service visits included
- Priority scheduling on remedial and emergency service visits over non-contracted customers
- A factory trained representative available 24-hours per day/365 days per year
- 24-hour, 8-hour, or 4-hour response times*
- Includes replacement of any defective part used for preventative maintenance, an emergency, or repair (excluding batteries)
- Replacement of on-site spare stock if part is used for preventative maintenance, an emergency, or repair

To schedule service call:
800 CYBEREX
(292 3739)

* 24-hour – guaranteed within continental U.S. 8-hour – available in select areas 4-hour – available in select areas



Preventative Maintenance			
Characteristics	Basic Plus	Supreme	Elite
Annual PM visit, 24x7	X	X	X
Travel and living expenses	X	X	X
Priority scheduling	X	X	X
24x7 telephone support	X	X	X
24x7 emergency coverage	O	X	X
15% discount, spare parts	X	X	X
Parts replacement			X
Spare parts stock replacement		X	X
Emergency/repair labor included		X	X
Labor discount, emergencies/repairs	X		
24-hour on-site guaranteed response		X	X
8-hour guaranteed response		O	O
4-hour guaranteed response		O	O

X = Included O = Optional

Power Protection

5900 Eastport Boulevard
Richmond, VA 23231-4453 USA

electrification.us.abb.com/services/critical-power-services

Additional information

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