



24 x 7 Customer Support Helpline

1-800-HELP-365

At ABB, our world-class Customer Service Center and toll free Helpline **1-800-HELP-365** is staffed 24 x 7 x 365 days per year. Knowledgeable, highly-skilled ABB customer service representatives and support engineers are available to assist you with technical support issues, scheduling field service work, spare parts identification and the ordering of spare parts, as well as scheduling training. Additionally, customers can contact technical support directly by e-mailing them at flexautohelp@us.abb.com.

1-800-HELP-365

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Robotics

Paint, Powertrain, Body-in-White, Press Automation, Material Handling and Arc Welding

1

Technical Support or Field Service

- Phone support
- Remote diagnostics
- Software upgrades
- Technical drawings
- Break/Fix Services
- Service agreement work

2

Parts

- Ordering spare parts new, rebuilt, and exchange parts
- Spare parts identification
- Spare parts lists
- Issuing RMAs for the return of spare parts

4

Training

- Registering for training courses
- Purchasing documentation
- Manuals and pocket guides

5

General Inquiries

- Operator will direct your call

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ABB SERVICES

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The Customer Service Center supports the following automation products:

- Robotics
- Paint
- Body-in-White
- Material Handling
- Powertrain
- Press Automation
- Arc Welding

Our automated phone system routes every call by process application selected to the most qualified support engineer. Most calls are answered within two minutes. Calls on hold longer than two minutes are re-routed to another support engineer or the customer may leave a voice message.

Call volumes and hold times are regularly monitored for continuous improvement. If technical escalation is required, ABB delivers the answers you need through our global and development teams. All calls are tracked by our technical support group for future reference.

As the Original Equipment Manufacturer (OEM), our Technical Support Engineers have access to the most comprehensive databank of technical information available for the ABB systems. This resource includes a vast library of technical information and documentation for systems and applications. It also includes a complete archive of support case resolutions to expedite the resolution of your support request.

Technical Support Engineers regularly provide assistance for break/fix issues, programming, spare parts identification and troubleshooting the implementation of new parts, answering robot integration questions, safety concerns, responding to remote monitoring alerts, and dispatching service engineers to your site.

Please have the following information available when calling the Helpline.

- Company name
- Address
- Your name and phone number
- Robot model and robot serial number
- Application the robot is performing/operating in
- Description of problem including the five digit error codes
- Software and revision number, if known

www.abb.com/robotics

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HELPLINES