

Disaster response and resiliency

Electric power equipment assessments, repairs and replacements

When disaster strikes, it is critical for power equipment to be returned to service safely and as quickly as possible.

Whether you are preparing for the next big storm or are recovering from the last one, we are here to help.



Hitachi Energy has dedicated team of product specialists who are available to assist you in creating a solid recovery or preparedness plan customized to your needs. We are ready to respond (24/7/365) to any extreme weather event, plant or asset failure with our local network of field engineers, inventory of spare parts, and expedited manufacturing capabilities.

Backed by a powerful team of industry experts, our local field engineers and product specialists will visit your facility, review the critical elements of your power delivery system and make recommendations that will restore, strengthen and optimize your equipment, giving you peace-of-mind that when the next storm or disaster rolls your way, you'll be ready.

Providing you around-the-clock service



24/7 availability

With our Customer Connect Center, we offer around-the-clock emergency support



Virtual services

Due to the pandemic, we have expanded virtual services providing instant expertise



Local support

Local service centers and technicians throughout the U.S.



Global expertise

Over a century of manufacturing, technology and service experience



Preparation planning

System hardening services to help you prepare for the next unforeseen disaster



Product agnostic

We can service all brands, including more than 30 legacy brands

Emergency recovery services

Install + Commission

Understanding electrical power equipment and systems and integrating investments from factories into daily operations is our specialty. We provide a wide range of turnkey installation and commissioning services that help customers ensure a smooth start.

Traditional services

- Installation
- Commissioning
- Testing

Advanced services

- Virtual commissioning

Train + Develop

With electrical grids experiencing unprecedented change technically (e.g. renewables) and operationally (e.g. the pandemic), we can share our deep expertise on all aspects of the grid by offering a variety of virtual or in-person trainings, specifically designed program to meet your company's unique needs.

Traditional services

- Product training
- Safety training
- Lifecycle training
- Certification and compliance training

Advanced services

- Virtual training
- e-Training

Assess + Advise

Understanding grid assets can be complex, which is why we leverage a range of techniques, from physical inspections to field remote assessments, to generate insights, offer targeted recommendations, and advise on the best path forward.

Traditional services

- Inspection & diagnostics
- Engineering studies
- Asset investment planning

Advanced services

- Remote support
- Cybersecurity assessments

Maintain + Sustain

We offer maintenance options for assets and systems to drive sustainable performance, from corrective, preventative, and predictive to reliability-centered maintenance. By leveraging cutting-edge tools and models, we can accompany customers into the future of service, helping them to realize and leverage the impact of continued service agreements.

Traditional services

- Spare parts
- Updates & repairs
- Inventory management
- Emergency response and corrective maintenance
- Preventive maintenance

Advanced services

- Predictive maintenance
- Reliability-centered maintenance
- Asset performance management
- Cybersecurity maintenance

Upgrade + Replace

By utilizing our vast experience and analytics capabilities, we simplify the decision-making process to upgrade, retrofit, or replace your system or product by evaluating all options and presenting the best path forward to meet your specific requirements.

Traditional services

- Extensions
- Upgrades
- Retrofits
- Replacements
- Migration

Advanced services

- Digital upgrade
- Monitoring and diagnostics infrastructure

Hitachi Energy Customer Connect Center

US & CA: +1 800 290 5290

MX: +52 800 681 6535

Email: contact-us@hitachienergy.com

Web link: www.hitachienergy.com/us/en/contact-us

www.hitachienergy.com

For assistance, please contact your local sales representative or our **Customer Connect Center where experienced specialists are here for you, 24 hours a day, 365 days a year.**

Phone: US & CA: +1 800 290 5290 MX: +52 800 681 6535