

Service options

Maximizing equipment availability with service agreements, training, and support



From the field to the office and everywhere in between, we have you covered. At ABB, customer service is top priority. Our service technicians are here to provide you with field support and on-site training when you need it.

Service made easy

Field support services

Our field support services are the best in the industry. With trained service technicians located in the areas shown on the map on the following page, we have you covered. Day and evening rates, as well as contract support services are offered. If the problem is too involved to solve over the phone, request a technician!

Service Dispatch and Training coordinator contact

Amber Muninger +1 918 338 4761
amber.muninger@us.abb.com

[>> 2021 Service rates](#)

Service offerings

Our service offerings are installation, commissioning, troubleshooting, ABB flow computers, RTUs, level sensors, chromatographs and software.

Measurement Care / PGO Service Agreement

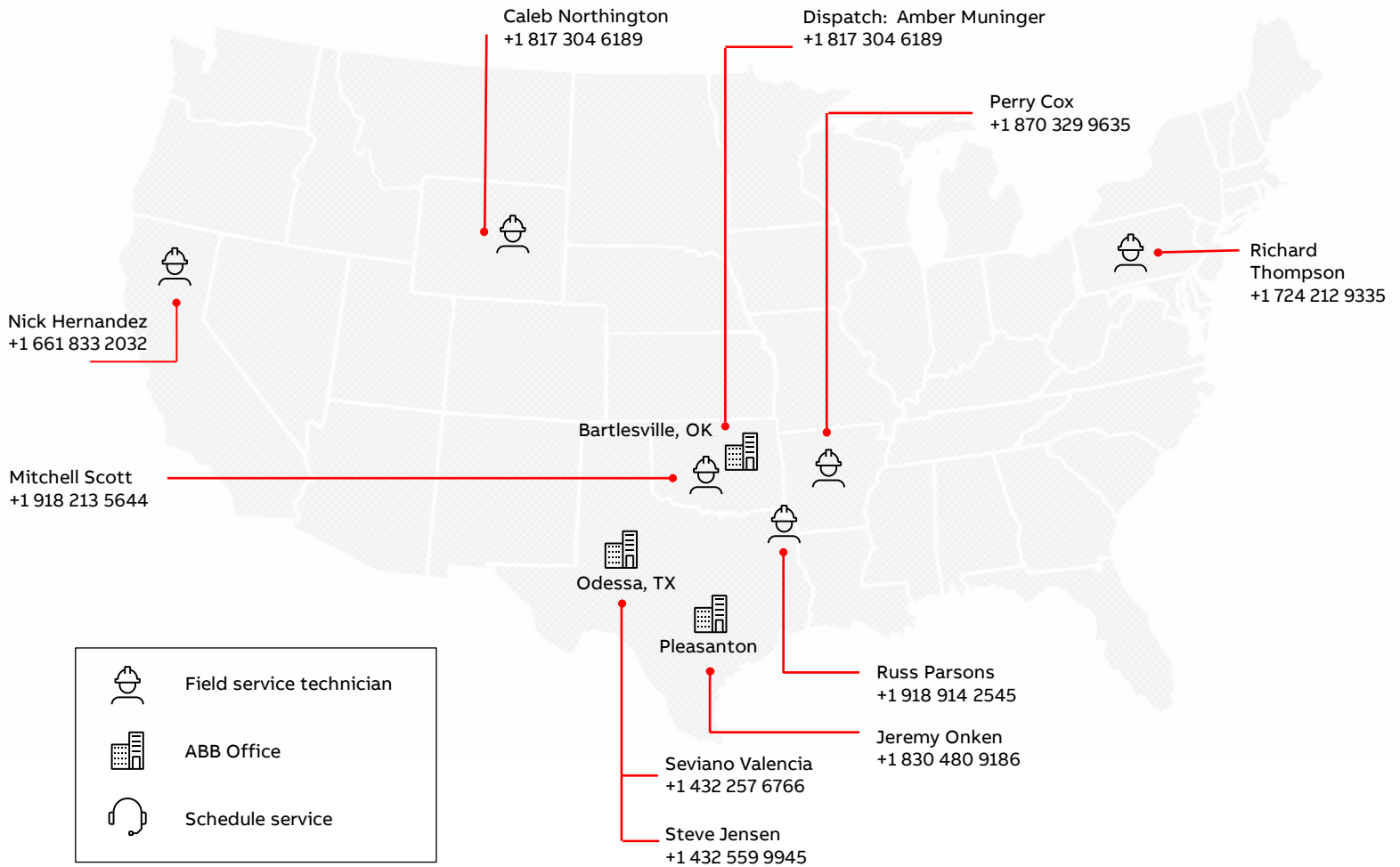
The Performance Guarantee Option is a quarterly program that is executed by our trained factory technicians and ensures proper installation, training, software, hardware upgrades and preventive maintenance of your analytical system for a small fee.

Training services

In-depth, hands-on, three-day courses are offered at ABB offices. A complete list of classes, descriptions, and details can be found on our training page [>> Upstream Training Solutions](#).

Custom training

If you can't make it to us, we'll come to you! ABB offers training programs at the customer site.



Technical assistance center

For over a decade ABB has loyally supported the customer by providing phone support! In order to meet the demands of our more advanced users and the expanding market we also offer paid support for the NGC and PGC.

For all other questions or concerns, reach out to Mario Manzo, Service Manager, at + 1 713 673 9391 or mario.manzo@us.abb.com.

Spare parts

When you need spare parts, go direct to the ABB library. We make it easy to obtain the spare parts you need. Consult our catalog or call the technical assistance center at 800-442-3097 for help determining the right parts to update or repair your system.

>> [Upstream PARTS](#)