
Technical Support

Service product description

ABB Technical Support helps you to maximize your asset uptime with access to ABB technical experts in motors and drives. Our experts ensure a rapid resolution time with assisting you to maintain your critical operations.

User advantages

Fast recovery maximizing your asset uptime

- Problems solved quickly and efficiently ensures your operations runs smoothly with reduced maintenance time and cost.

Single point of contact whenever you need it

- Your single point of contact at ABB assists you with extensive technical competence and data-driven advice. If your case requires deeper investigation it is escalated to the higher level of expertise.

Prioritized access to ABB experts in case of emergencies

- With a service contract you ensure priority and access to Technical Support 24/7.

Service includes

Service desk

- Support contact phone number or email address to local ABB for technical request
- Connect to a local ABB-certified engineer or have them call you back. Response time can be agreed in a separate service contract
- After clarifying technical questions with the customer and briefly evaluating the case, the ABB-certified engineer is able to answer the question directly or propose action to resolve the issue
- The local ABB expert can call upon the next level of expertise, should additional know-how be required.

Follow-up

- Previously unregistered assets will be registered in the ABB database
- Upon completion, if further ABB support is required, or for technical services that are not included in the Technical Support scope, a request will be forwarded to the relevant ABB representative.

Service excludes

- Spare parts
- Any update or upgrade work
- Application engineering
- On-site visits. If further assistance is needed on-site to solve the technical inquiry, ABB resources are available upon separate charge
- ABB Ability™ Remote Assistance for drives
- Support of equipment in the obsolete or limited phase. This may vary by country and by product.

Product coverage

- The Technical Support is available for ABB drives, motors and generators in active or classic lifecycle phase. Technical Support availability varies by country.

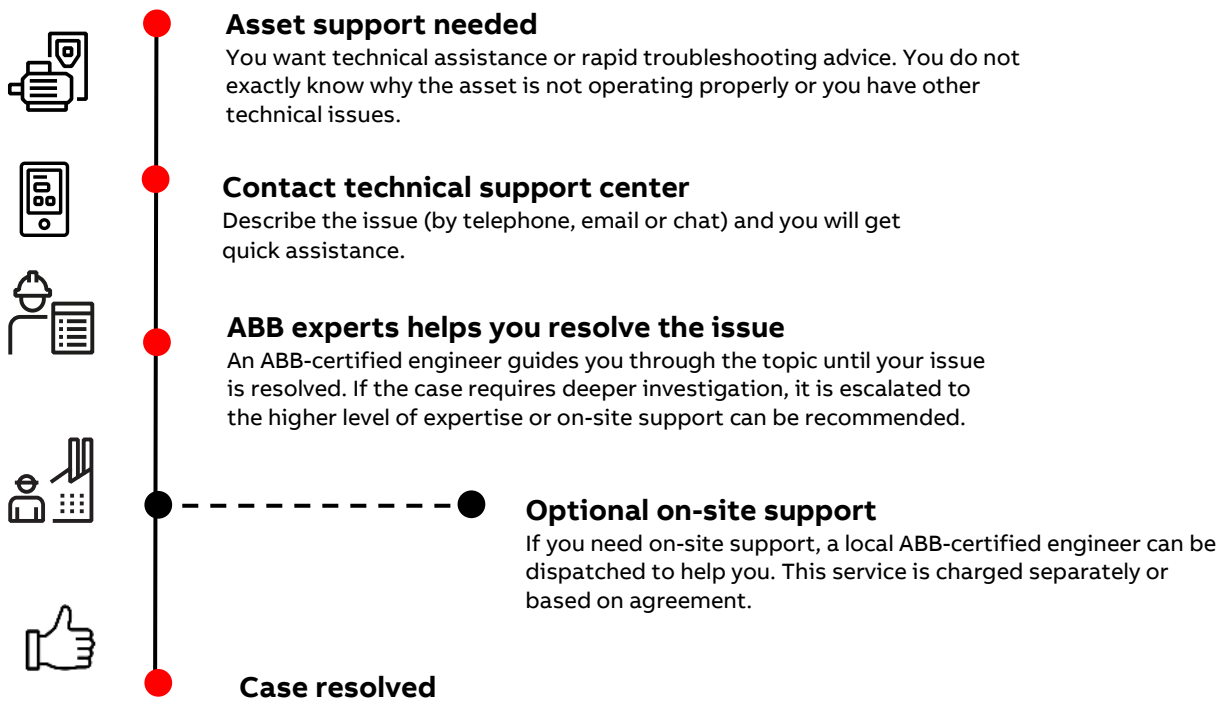
User responsibility

- Providing sufficient details about the technical inquiry
- Ensure the health, safety and protection of all personnel receiving support
- User's personnel performing measurements with the Technical Support provided by ABB must be competent professionals.

Other terms

- According to the local legislation and terms of delivery

The process



For more information, please contact your local ABB representative or visit:

new.abb.com/service/motion/recovery-services/technical-support

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