

ABB Power Care – 2. Emergency Maintenance Services

2.1 Technical support with agreed response time

ABB Low Voltage Service for products and systems offers solution for qualified responses to customers' queries within an agreed upon response time.

ABB Low Voltage Service has a technical support team that can help customers with troubleshooting steps, identification of malfunctions, and remedy plans and actions. The ABB Power Care agreement makes this resource of expertise accessible to customers, and with agreed response times. This can also be through the various, available channels, which are pre-defined in the ABB Power Care agreement. Apart from the single point of contact, other options such as technical support and consulting services over telephone, can be customized to the customer's needs. By calling the technical support line, customers initiate a query about the ABB Low Voltage products and equipment installed on their premises. Technical support will respond to the query within the response time agreed upon in the contract.

Benefits:

- High level of worldwide service and telephone support
- Rapid escalation of complex issues for efficient resolution
- Immediate technical assistance to customers for diagnoses and rectification of problems
- Limits failure consequences.



Technical support is available for the following range of products:

- MNS switchgears
- Circuit breakers (ACB & MCCB) and switches
- Softstarter
- Large contactors.

The service is available with a pre-agreed upon response time: 24/7 (24 hours 7 days a week), 24/5, 8/7 or 8/5.

For further information contact:

www.abb.com/low-voltage/service

The data and illustrations are not binding. We reserve the right to make changes in the course of technical development of the product. Copyright 2013 ABB. All rights reserved.