

ELECTRIFICATION SERVICE

Care services

Start-up and commissioning services



ABB's start-up and commissioning services support the sustainable, reliable and safer operation of your electrification equipment. With a full suite of options, our standard start-up and commissioning package can be expanded to meet your needs.



Standard start-up and commissioning package

ABB's all-inclusive package delivers peace of mind by assisting you from testing to commissioning and providing initial operational support. Renowned for its superior service, ABB helps ensure a seamless transition from manufacturing to on-site implementation. With a full spectrum of services executed by expert professionals, ABB provides an effective and dependable commissioning process.



Warranty extension included

A 12-month extension to standard factory warranty is included with the startup and commissioning package for participating equipment. Refer to **this publication** for more details (terms and conditions apply).



Additional service options

- Expert support of installation: An ABB expert can lend support to your team or contractor by facilitating installation and verification at each stage of the process.
- Hands-on training for site operators: Informal training conducted in front of the equipment just after commissioning. This high-level orientation to the equipment is an excellent introduction to new operators or a great refresher for all.
- Post project check-up: As desired, ABB service personnel can return after a period of operation to evaluate the operation of the equipment. This can also serve as the first phase of a full scale NFPA 70B Electrical Maintenance Plan.



Highlighted testing options — additional or standalone

- NEC 230.95 ground fault protection: For services rated 1000 A or more. Help ensure safety through performance testing with primary current injection.
- NEC 240.87 arc flash energy reduction (RELT): For circuit breakers rated 1200 A or more. Test and document the appropriate performance of the RELT safety features.

Exclusive advantages

Depending on the selected start-up and commissioning package, ABB may include any of the following exclusive add-on benefits from the Power Care Service Agreement,

the SU&C Welcome Package or both. We offer a range of valuable add-ons, which can be included in two bundles:



Power Care Service Agreement

The Power Care Service Agreement is ABB's modular solution, designed to offer best-in-class equipment protection on site. To our SU&C customers, we offer one year of exclusive Power Care advantages, which can be renewed or expanded on request.

Service Assist mobile app

Service Assist is an app for field operators, providing all support and information needed on site — including ABB and non-ABB documentation, plus augmented reality guides. Users can book appointments for on-site or remote services.

Connect Partner Hub

Access to the Connect Partner Hub service section is designed for facility managers to oversee electrical equipment lifecycle status, manage documentation and request activities from ABB or site operators in the field.

NFPA 70B 2023 maintenance program

The compilation and annual update of an NFPA 70B plan is based on the ABB equipment installed. This program meets the NFPA 70B 2023 standard and protocol for a comprehensive view of equipment performance and maintenance needs to the planned end of its life.



SU&C Welcome Package

The SU&C Welcome Package is the perfect bundle to start your operations with peace of mind. The package may include exclusive services and special offers.

Warranty extension

For customers who choose ABB SU&C, we can provide a free warranty extension. An additional 12 months of standard warranty is offered free of charge when ABB provides start-up and commissioning of ABB equipment. Contact your Electrification Service sales representative for approved equipment.

Equipment training

Once start-up and commissioning is complete, our technicians can provide hands-on training on the main equipment functionalities and operational performance handled by daily operators. Contact your Electrification Service sales representative for more information.



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