ABB DRIVE SERVICES

Technical Support
Service product description

ABB Technical Support service answers your technical questions and provides you advanced product and application support. The service relies on ABB’s extensive drive expertise which you can reach through your local ABB.

Value to customer
- Rapid response to technical issues and questions cuts maintenance costs and process downtime
- Access to local expertise. If the case requires deeper investigation, it is escalated up to the highest level of support
- Contract-based support ensures priority response and timely help

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
- If the local ABB-certified engineer needs more technical knowledge, the next level of technical expertise is available to assist the local engineer

Follow-up
- Previously unregistered drives will be registered in the ABB database
- If there is an apparent need for further support from ABB after the request is resolved, or for service not included in the scope of Technical Support, it will be forwarded to the correct ABB representative

Service does not include
- 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

Product coverage
- The Technical Support service is available for ABB drives in life cycle phases Active and Classic. For drives in Limited or Obsoleted life cycle phase, Technical Support service availability varies by country.

Customer responsibilities
- Providing sufficient details about the technical inquiry

Other terms
- According to the agreement between ABB and the customer

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

http://new.abb.com/drives/services/
www.abb.com/searchchannels

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