Support Policy
ABB Ability™ Renewable Insights

Technical questions such as access issues, missing data, or other immediate needs should be directed to the support team located primarily in Broomfield, Colorado. The team attempts to address issues immediately but please allow for 24 hours or longer to fully address needs.

Content support
Renewable Insights is structured to support product use and training through online documentation and videos.

- **Quick start guide**: This brief document introduces each functional tab within the tool. It highlights key elements of visuals and navigation.

- **Help guide**: This detailed document introduces each component and visual found within the tool. It includes in-depth explanations of each element addressing uses, analysis and overall organization.

- **Data Dictionary**: This document explains each data item included in the tool in more detail.

- **Frequently Asked Questions**: User questions are documented and organized within an ABB Renewable Insights FAQ location. As this list is formalized it is published formally to address the most common questions from users.

- **Tutorial videos**: These videos introduce functional tabs within the tool and demonstrate how to perform analysis.

- **ABB support**: For any additional questions, users may contact the support team.

Support email
Insights-support.pgex@abb.com