ELDS – CPP - Distribution Automation
Organizational Structure, Marketing and Sales Contact Information
Table of content

- ELDS – CPP – Distribution Automation
- Product lines relocation
  - Relion® protection and control – Finland
  - Microprocessor based relays – Florence, South Carolina
  - FT Flexitest™ switches – Pinetops, North Carolina
- Organizational charts
- Market coverage
- Directory: Contact information, phone, and e-mails
- Training sources
On May 2018, the ABB Electrification Products Distribution Solutions (EPDS) business unit announced the intention to improve its competitive position and support of its overall growth objectives by consolidating the EPDS United States manufacturing footprint. The consolidation will optimize factory and supply resources while improving delivery and quality to our customers. As a result of this strategic plan, ABB relocated all its product lines from Coral Springs, Florida to Finland, Pinetops, NC, and Florence, SC.
Relion® – protection and control relays
Factory location: Finland
## Relion® Protection and Control
### Finland factory/ Order management: Lake Mary, FL

<table>
<thead>
<tr>
<th>Relion 610 series</th>
<th>Relion 615/620/630 series</th>
<th>REX640</th>
<th>SSC600</th>
<th>COM600</th>
<th>REA</th>
<th>RIO600</th>
<th>Arctic</th>
<th>SMU615</th>
<th>cPMS</th>
<th>500 series</th>
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**Location**: 9AAE325953  
**Factory code**: 2210  
**Product group - SalesForce**: 3401  
**Product name**: Relion® 610/615/620/630 series, REX640, SSC600, COM600, REA, RIO600, Arctic, SMU615, CPMS, 500 series  
**Manufacturing location**: Finland  
**Order management location**: Lake Mary, FL  
**Order entry support**: us-lakemaryOM@abb.com  
**Technical support**: customer.service.group@us.abb.com  
**Factory phone number**: +1 800 929 7947  
**Service location**: Lake Mary, FL  
**Address**: 655 Century Point  
Lake Mary, FL 32746

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July 3, 2019  
For customer service and technical support, please press 1 | For order management or order status, please press 2 | For pricing lead time or marketing, please press 3 | For mailing address and directions, please press 4.
## Relion® Protection and Control

RoW factories/ Order management: Lake Mary, FL

<table>
<thead>
<tr>
<th>Product Lead time</th>
<th>Location</th>
<th>Factory code</th>
<th>Product group – SalesForce</th>
<th>Product name</th>
<th>Manufacturing location</th>
<th>Order management</th>
<th>Order entry support</th>
<th>Technical support</th>
<th>Factory phone number</th>
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<td>Relion 605 series 6-8 weeks</td>
<td>9AAE325953</td>
<td>2210</td>
<td>3401</td>
<td>Relion 605 series, TCC300, Visivolt, UPS (RER620), PCMU (MSOC 245, 445, 2000), SUE3000, SPACOM</td>
<td>Germany, India, Poland, US</td>
<td>Lake Mary, FL</td>
<td><a href="mailto:us-lakemaryOM@abb.com">us-lakemaryOM@abb.com</a></td>
<td><a href="mailto:customer.service.group@us.abb.com">customer.service.group@us.abb.com</a></td>
<td>+1 800 929 7947</td>
<td>Lake Mary, FL</td>
<td>655 Century Point Lake Mary, FL 32746</td>
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<td>TCC300 6-8 weeks</td>
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</table>
Microprocessor-based relays
Electromechanical (EM)
Solid State (SS) relay

Florence, South Carolina
2300 Mechanicsville Road Florence, SC 29501
## Microprocessor-based relays, EM relays, SS relays

Florence, South Carolina

### Lead times

<table>
<thead>
<tr>
<th>Product</th>
<th>Lead times (temporary)</th>
<th>Location</th>
<th>Factory code</th>
<th>Product Group – SalesForce</th>
<th>Product name</th>
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<th>Order entry support</th>
<th>Quotation support</th>
<th>Technical support</th>
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<td>2210</td>
<td>3401</td>
<td>EM, Solid State, Micro 51, PCD relays, LCM, ISD/ICD GPU2000R, TPU2000R</td>
<td>Florence, SC</td>
<td>Florence, SC</td>
<td><a href="mailto:us-Florence-customersupport@abb.com">us-Florence-customersupport@abb.com</a></td>
<td><a href="mailto:sebastian.albarracin@us.abb.com">sebastian.albarracin@us.abb.com</a></td>
<td><a href="mailto:andrew.staple@us.abb.com">andrew.staple@us.abb.com</a></td>
<td>+1 800 634 7643</td>
<td>Florence, SC</td>
<td>2300 Mechanicsville Road Florence, SC 29501</td>
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<tr>
<td>SX</td>
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</tbody>
</table>

**Standard lead times will be available after August 19th, 2019.**
GPU2000R / TPU2000R

Raleigh, North Carolina

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GPU2000R AND TPU2000R are obsolete. Consider ordering Relion 650/670. Contact your ABB local representative for more info.

---

For customer service and technical support, please press 1 | For order management or order status, please press 2 | For pricing lead time or marketing, please press 3 | For mailing address and directions, please press 4.
Microprocessor-based relays, EM relays, SS relays
Customer Care and Customer Service Manager - Florence

Escalation
- Typically a response should be received within 24 hours.
- When a response is not received within 48 working hours, please follow-up including Alvaro Anderson (alvaro.a.anderson@us.abb.com).
- When a response is not received within 72 hours, please follow up including Mark Heiny (mark.heiny@us.abb.com) and the respective marketing account manager.

Customer Care and Customer Service Manager
Alvaro Anderson
+1 407 417 4638
alvaro.a.anderson@us.abb.com

Customer Service
Patti M. Cribb
+1 843 413 4788
us-florence-customersupport@abb.com
patti.m.cribb@us.abb.com

- Spine
- Accounts
  - Duke
  - FPL
  - SC
  - SBG
  - Dominion
  - ABB Mexico
  - Meppi
  - NextEra
  - SIC

Customer Service
Charlotte A. Reaves
+1 843 413 4791
us-florence-customersupport@abb.com
charlotte.a.reaves@us.abb.com

- Spine
- Expediting requests
  - Customer updates / reports
  - Track and provide expediting status
  - Solid States and EM relays

Customer Service
Karen Smith
+1 843 413 4792
us-florence-customersupport@abb.com
karen.smith@us.abb.com

- Spine
- Accounts
  - Oncor
  - PCE
  - Xcel Energy
  - Jagg Electric
  - AEP
  - Eaton
  - PPL
  - Exelon
  - Powercon
  - Anixter
  - Siemens
  - G&W

Customer Service
Christine B. Brown
+1 843 413 4793
us-florence-customersupport@abb.com
christine.b.brown@us.abb.com

- Spine (Support)
  - CCRP
  - RMRs
  - Disputes
  - Provide order acknowledgements
  - Provide customer notifications (using the dashboard)
  - Shipping notifications
  - Packing slips/PODs/Invoices
FT Flexitest™ switch
Pinetops, North Carolina
3022 NC 43 North Pinetops, NC 27864
## FT Flexitest™ switch

Pinetops, North Carolina

<table>
<thead>
<tr>
<th>Product</th>
<th>Lead times (temporary)</th>
<th>Location</th>
<th>Factory code</th>
<th>Product group – SalesForce</th>
<th>Product name</th>
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<th>RMR support</th>
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<td>2010</td>
<td>3401</td>
<td>FT switches</td>
<td>Pinetops, NC</td>
<td><a href="mailto:joe.occhipinti@us.abb.com">joe.occhipinti@us.abb.com</a></td>
<td><a href="mailto:us-pinetops.customersupport@abb.com">us-pinetops.customersupport@abb.com</a></td>
<td><a href="mailto:sebastian.albarracin@us.abb.com">sebastian.albarracin@us.abb.com</a></td>
<td><a href="mailto:andrew.staple@us.abb.com">andrew.staple@us.abb.com</a></td>
<td></td>
<td>+1 888 222 3417</td>
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<tr>
<td>FT-14</td>
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<td><a href="mailto:joe.occhipinti@us.abb.com">joe.occhipinti@us.abb.com</a></td>
<td><a href="mailto:us-pinetops.customersupport@abb.com">us-pinetops.customersupport@abb.com</a></td>
<td><a href="mailto:sebastian.albarracin@us.abb.com">sebastian.albarracin@us.abb.com</a></td>
<td><a href="mailto:andrew.staple@us.abb.com">andrew.staple@us.abb.com</a></td>
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<td>+1 888 222 3417</td>
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<td><a href="mailto:us-pinetops.customersupport@abb.com">us-pinetops.customersupport@abb.com</a></td>
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<td><a href="mailto:sebastian.albarracin@us.abb.com">sebastian.albarracin@us.abb.com</a></td>
<td><a href="mailto:andrew.staple@us.abb.com">andrew.staple@us.abb.com</a></td>
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<td>+1 888 222 3417</td>
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<td><a href="mailto:andrew.staple@us.abb.com">andrew.staple@us.abb.com</a></td>
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<td>+1 888 222 3417</td>
<td>Pinetops, NC</td>
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**Lead times**

- **FT-1** 3 weeks
- **FT-14** 3 weeks
- **FT-19** 4-5 weeks

**Standard lead times will be available after July 30, 2019.**
FT Flexitest™ switch
Pinetops Customer Support Team FT Flexitest™ switch

Alvaro Anderson
Customer Support Manager

Production planning
Janet M. O'Keefe
janet.m.okeefe@us.abb.com
1 (561)-667-8524

Janet M. O'Keefe
janet.m.okeefe@us.abb.com
1 (561)-667-8524

Joshua Willis
joshua.willis@us.abb.com

Customer Service
Joe Occhipinti
joe.occhipinti@us.abb.com
1 (954)-825-0635

Joe Occhipinti
joe.occhipinti@us.abb.com
1 (954)-825-0635

Connie Jenkins
connie.jenkins@us.abb.com
1 (252) 827-3251

Connie Jenkins
connie.jenkins@us.abb.com
1 (252) 827-3251

Shipping and logistic
Cinthia McLamb
cinthia.mclamb@us.abb.com
1 (252) 827-3311

Cinthia McLamb
cinthia.mclamb@us.abb.com
1 (252) 827-3311

Jimmy R. Dunn
jimmy.r.dunn@us.abb.com
1 (252) 287-3234

Jimmy R. Dunn
jimmy.r.dunn@us.abb.com
1 (252) 287-3234

RMR
Angela Slavin
angela.slavin@us.abb.com
1 (252) 827-3252

Angela Slavin
angela.slavin@us.abb.com
1 (252) 827-3252

Connie Jenkins
connie.jenkins@us.abb.com
1 (252) 827-3251

Connie Jenkins
connie.jenkins@us.abb.com
1 (252) 827-3251

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ELDS CPP Distribution Automation
Organizational chart
ELDS Distribution Automation
Organizational Chart
• Business Development resources would also be the Systems Architects, defining Solutions structure, providing input to proposals
• Based on pipeline, an additional 4 Automation Engineers will be requested, 2 reqs. are in process
• A requisition will be generated for the Operations Manager’s position.
ELDS Distribution Automation

Business Management Organization

Munish Maggon
Product Marketing Manager

Andrew Wall
Business Management Organization

Sebastian Albarracin
Sales Proposal Engineer
Phone: +1 407 732 2053
Mobile: +1 407 257 6224
sebastian.albarracin@us.abb.com

Andrew Staple
Sales Proposal Engineer
Phone: +1 407 732 2049
andrew.staple@us.abb.com
EPDS-CPP- Distribution Automation
Market coverage
# ELDS – Distribution Automation

## Product Market Specialists

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact</th>
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<tbody>
<tr>
<td>West</td>
<td>Omar Yosef&lt;br&gt;Mobile: TBD  &lt;br&gt;<a href="mailto:omar.yosef@us.abb.com">omar.yosef@us.abb.com</a>&lt;br&gt;Joe Xavier&lt;br&gt;Mobile: +1 972 567 2378  &lt;br&gt;<a href="mailto:joeemoan.i.xavier@us.abb.com">joeemoan.i.xavier@us.abb.com</a></td>
</tr>
<tr>
<td>Midwest and Great Lakes</td>
<td>Paul D. Stack&lt;br&gt;Mobile: +1 612 965 8161  &lt;br&gt;<a href="mailto:paul.d.stack@us.abb.com">paul.d.stack@us.abb.com</a></td>
</tr>
<tr>
<td>Northeast</td>
<td>Angel Carreras Jr.&lt;br&gt;Mobile: +1 484 695 2739  &lt;br&gt;<a href="mailto:angel.carreras_jr@us.abb.com">angel.carreras_jr@us.abb.com</a></td>
</tr>
<tr>
<td>Southeast</td>
<td>Leslie Holloway&lt;br&gt;Mobile: +1 804 229 6628  &lt;br&gt;<a href="mailto:leslie.holloway@us.abb.com">leslie.holloway@us.abb.com</a></td>
</tr>
<tr>
<td>Oil and Gas South Central</td>
<td>Venkatram Kumar&lt;br&gt;Mobile: +1 (346) 217 4272 &lt;br&gt;<a href="mailto:venkatram.kumar@us.abb.com">venkatram.kumar@us.abb.com</a></td>
</tr>
<tr>
<td>US switchgear, OEMs</td>
<td>Leslie Holloway&lt;br&gt;Mobile: +1 804 229 6628  &lt;br&gt;<a href="mailto:leslie.holloway@us.abb.com">leslie.holloway@us.abb.com</a></td>
</tr>
<tr>
<td>RoW and FT Switches</td>
<td>Bharat Chopra&lt;br&gt;Mobile: +1 954 415 7615 &lt;br&gt;<a href="mailto:bharat.chopra@us.abb.com">bharat.chopra@us.abb.com</a></td>
</tr>
<tr>
<td>MX and LatAm</td>
<td>David Gonzalez&lt;br&gt;Mobile: +1 786 271 5587  &lt;br&gt;<a href="mailto:david.gonzalez@us.abb.com">david.gonzalez@us.abb.com</a></td>
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ELDS – Distribution Automation

Product Specialists

<table>
<thead>
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<th>Region</th>
<th>Contact</th>
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<tbody>
<tr>
<td>West</td>
<td>Joe Xavier</td>
</tr>
<tr>
<td>Mobile: +1 972 567 2378</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:joemoan.i.Xavier@us.abb.com">joemoan.i.Xavier@us.abb.com</a></td>
<td></td>
</tr>
<tr>
<td>Northeast, Midwest and Great Lakes</td>
<td>Francis Seifein</td>
</tr>
<tr>
<td>Mobile: +1 513 614 8987</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:francis.seifein@us.abb.com">francis.seifein@us.abb.com</a></td>
<td></td>
</tr>
<tr>
<td>Southwest and Midwest</td>
<td>Dinesh Baradi</td>
</tr>
<tr>
<td>Mobile: +1 954 415 8840</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:dinesh.baradi@us.abb.com">dinesh.baradi@us.abb.com</a></td>
<td></td>
</tr>
<tr>
<td>Florida, LatAm, switchgear, packaging</td>
<td>Rolando Solis</td>
</tr>
<tr>
<td>projects</td>
<td>Mobile: +1 305 934 8958</td>
</tr>
<tr>
<td><a href="mailto:rolando.solis@us.abb.com">rolando.solis@us.abb.com</a></td>
<td></td>
</tr>
<tr>
<td>International</td>
<td>Rolando Solis</td>
</tr>
<tr>
<td>Mobile: +1 305 934 8958</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:rolando.solis@us.abb.com">rolando.solis@us.abb.com</a></td>
<td></td>
</tr>
</tbody>
</table>
ELDS – Distribution Automation

Business Management Organization

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact</th>
</tr>
</thead>
</table>
| International, Southeast, Gulf Coast, and Great Lakes Territories | Sebastian Albarracin  
Phone: +1 407 732 2053  
sebastian.albarracin@us.abb.com |
| West, Midwest, South Central, Canada and the Northeast Territories | Andrew Staple  
Phone: +1 407 732 2049  
andrew.staple@us.abb.com |
EPDS-CPP- Distribution Automation

Directory
ELDS – Distribution Automation

Sales and Marketing contacts

Munish Maggon
Product Marketing Manager
Coral Springs, FL
Phone: +1 954 825 0620
Mobile: +1 954 415 7615
munish.maggon@us.abb.com

Angel Carreras, Jr.
Product Market Specialist, East
Philadelphia, PA
Phone: +1 267 263 4250
Mobile: +1 484 695 2739
angel.carreras_jr@us.abb.com

Bharat Chopra
Product Market Specialist, ROW & North Florida
Coral Springs, FL
Mobile: +1 954 415 7615
bharat.chopra@us.abb.com

David Gonzalez
Product Market Specialist, Mexico, LAM & South Florida
Miami, FL
Phone: +1 305 471 7117
Mobile: +1 786 271 5587
david.gonzalez@us.abb.com

Dinesh Baradi
Application Engineer
Houston, TX
Mobile: +1 954-415-8840
dinesh.baradi@us.abb.com

Francis Seifein
Product Specialist
West Chester, OH
Mobile: +1 513 614 8987
Email: francis.seifein@us.abb.com

Joe Xavier
Product Specialist, West
Mobile: +1 972 567 2378
joemoan.i.xavier@us.abb.com

Omar Yosef
Product Marketing Specialist, West
Mobile: TBD
omar.yosef@us.abb.com

Leslie Holloway
Product Market Specialist, OEM
Glen Allen, VA
Mobile: +1 804 229 6628
leslie.holloway@us.abb.com

Rolando Solis
Product Specialist, International
Coral Springs, FL
Mobile: +1 305 934 8958
rolando.solis@us.abb.com

Venkatram Kumar
Product Marketing Specialist, Oil and Gas
Houston, TX
Mobile: +1 346 217 4272
venkatram.kumar@us.abb.com

Glenn Goldfarb
Product Marketing Specialist
Lake Mary, FL
Mobile: +1 954 415-5729
glenn.goldfarb@us.abb.com

Ninoska Tippett
Senior Marketing Specialist
Coral Springs, FL
Mobile: +1 954 242 2383
ninoska.tippett@us.abb.com

Leslie Holloway
Product Market Specialist, OEM
Glen Allen, VA
Mobile: +1 804 229 6628
leslie.holloway@us.abb.com
ELDS – Distribution Automation
Distribution Automation Solutions Center

Vincent Duong
Business Development
Lake Mary, FL
Mobile: +1 407 314 0127
vincent.duong@us.abb.com

Yacine Mallem
Business Development Manager
US, CA, MX
Lake Mary, FL
Mobile: +1 407 430 9399
yacine.mallem@us.abb.com

Paul Marken
Business Developer Manager
Pittsburgh, PA
Mobile: +1 260 213 0600
paul.marken@us.abb.com

Jesse Mishko
Senior Automation Engineer
Pittsburgh, PA
Mobile: +1 412 967 5048
jesse.mishko@us.abb.com

Prerak Shah
Senior Technical Project Engineer
Lake Mary, FL
Mobile: +1 954 254 0119
prerak.shah@us.abb.com

Sally Jack
Project Manager
Pittsburgh, PA
Mobile: +1 412-737-1192
sally.jack@us.abb.com

Manu Vallabhbhai
Project Manager
Lake Mary, FL
Mobile: +1 (407) 732-2204
manu.vallabhbhai@us.abb.com

Jay Vellore
Senior Auto SCADA Engineer
Lake Mary, FL
Mobile: +1 919-760-3720
jay.vellore@us.abb.com

Robert Patterson
Engineering
Pittsburgh, PA
Mobile: +1 724 966 2262
robert.patterson@us.abb.com

Steve Rapp
Ld Automation Dev. Engineer
Pittsburgh, PA
Mobile: +1 724 227 4167
steve.rapp@us.abb.com

Dwayne Tyner
Automation Engineer
Pittsburgh, PA
Mobile: +1 205 790 8747
dwayne.tyner@us.abb.com

Dave L. Frame
Automation Engineering Leader
Lake Mary, FL
Mobile: +1 407-732-2747
dave.l.frame@us.abb.com

Eduardo Colmenares
Relay Engineer Leader
Lake Mary, FL
Mobile: +1 407-732-2213
eduardo.colmenares@us.abb.com

Jay Vellore
Automation Engineer
Lake Mary, FL
Phone: +1 919-760-3720
jay.vellore@us.abb.com

Justin Lipps
3D/Designer
Pittsburgh, PA
Mobile: +1 412 491 0169
justin.p.lipps@us.abb.com
ELDS – Distribution Automation
Customer service and care support contacts

Alvaro Anderson
Customer Service and Care Manager
Coral Springs, FL.
Phone: +1-407-732-2168
Mobile: +1-407-417-4638
Alvaro.a.anderson@us.abb.com

Nathan Emanuel
Customer Support Specialist
ELDS Outdoor Products (ODP)
Lake Mary, FL
Phone: +1 407 732 2000 x2181
Mobile: +1 954 790 1176
email: nathan.emanuel@us.abb.com

Rodolfo Rojas
Technical Support Specialist
Lake Mary, FL
Phone: 407-732-2067
Mobile: 954-702-0374
Email: rodolfo.rojas@us.abb.com

Dean Ressler
Engineering Technician
Lake Mary, FL
dean.ressler@us.abb.com
ELDS – Distribution Automation

Contact us

ABB Oy.
Medium Voltage Products
Distribution Automation
P.O. Box 699
FI-65101 VAASA, Finland
Phone: +358 10 22 11

ABB Inc.
Medium Voltage Switchgear
655 Century Point
Lake Mary, FL 32746
Phone: +1 407 732 2000 ext. 2510
Customer service: +1 800 929 7947 ext. 5
customer.service.group@us.abb.com

ABB Inc.
Medium Voltage Apparatus
3022 NC 43 North
Pinetops, NC 27864
Phone: +1 252 827 3212
Customer Service: +1 888 ABB 3417
Fax: +1 252 827 4286

ABB Inc.
Medium Voltage Service
2300 Mechanicsville Road
Florence, SC 29501
Phone: +1 800 HELP 365 option 7
+1 407 732 2000

www.abb.com/mediumvoltage
www.abb.com/substationautomation
www.abb.us/mvservice
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Training resources
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Training Program

DATC
- Symmetrical Components and fault analysis
- Fundamentals of protection relaying of substation
- Power Systems protection and coordination
- Electromechanical relays and FlexiTest switches

E-learning
- Smart Grid communication applications
- Fundamentals of protection
- IEC 61850 for protection and control
- Relion Protection and Control

Relion® series 605
- Relion® series 615
- Relion® series 620
- Relion® REX640

Webinars
- Enhancing safety and efficiency of testing through the use of FT switches
- Implementation of distribution protection & automation solution – A real-world experience
- Core components of IEC 61850, concept and applications
- Protection strategies for effectively Interconnecting and islanding DERs
- Protection on digital switchgear solutions
- Core components of troubleshooting IEC 61850 communication of substation automation systems
- Providing reliable service to protection & control systems in redundant configurations
- Only available On-Demand
- Contact your local ABB representative or send an email to us-dasolutions@abb.com

System Integrator Program
- System Integrator Level I
- System Integrator Level II
- TBC
  - Not available publicly
  - Agreement is required
  - Contact management for more information

Lunch and Learn
- Highly-customized training

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