

HVDC Care phone support Direct access to HVDC experts 24/7

ABB provides a broad portfolio of services that are adaptable to your needs. We know from experience that customers have different requirements in terms of service levels and options, depending on the type of installation and its place in the product life cycle.

In many cases, corrective actions are only needed from time to time when unscheduled problems occur. ABB is committed to supplying support solutions that meet your needs and specifications. To rectify a problem as soon as possible, ABB provides several support options.

In the event of a problem, support service 24/7 provides the security of a hotline at any time by phone, e-mail, or some other agreed upon means of contact. Quick connection to a skilled, knowledgeable ABB engineer offers direct access to the solutions you need immediately, and saves valuable time. Minor incidents are usually solved quickly, and in the event of a major issue, you will have the right support from the start.

24/7 phone support

If you have knowledge of HVDC systems but need more focus on availability in your HVDC station, this service option might suit you. It provides access to ABB's global network of knowledge and expertise around-the-clock. We are committed to answering all calls within 30 minutes; within 2 hours, you will have an HVDC technical expert working on your case.

To provide the highest degree of asset availability and reliability, we offer a 24/7 telephone support service available 365 days a year. This service gives customers global access



to our valuable knowledge base at anytime of the day or night, every day of the year to help rectify failures as soon as possible. The remote access service lets ABB troubleshoot and operate the converter station from a secure remote location within the ABB network.

ABB HVDC phone support provides direct expertise in the following areas:

- Control system support
- Valve support
- Main circuit support
- Auxiliary system support
- Valve cooling system support
- Spare parts support
- 24/7 phone support

ABB phone support service in summary:

- Provides a contact for support requests from business partners
- Answers how-to questions
- Analyzes alarms based on information from authorized maintenance personnel, recommends actions
- Provides instructions for implementing recommended actions

Contact us

ABB AB

Grid Systems - HVDC

SE-771 80 Ludvika, Sweden

Phone: +46 240 78 20 00

www.abb.com/hvdc

POW0087: Phone support