For over half a century, ABB has developed, manufactured, installed and serviced analyzers for many industries.

ABB capability embraces one of the largest process and laboratory analyzer portfolios in the world, performing real-time analysis of sample chemical composition and physical properties.

Industries supported
- Chemicals and petrochemicals
- Petroleum refining, natural gas and gas processing
- Cement, metals and minerals
- Environmental (water and wastewater)
- Consumer industries (pharmaceutical, food and beverage)
- Power Generation
- Semiconductor
- Pulp and paper
- Aerospace and military
- Academia
- Automotive and fuel cells

Analytics services are available for:
- Continuous Gas Analyzers (CGA)
- Gas Chromatographs (GC)
- Fourier Transform Infrared Spectrometers (FTIR/NIR)
- Process Photometers
- Physical Property (RVP)
- And other analyzers

As the OEM and with continuous investments in lifetime services, ABB is best qualified to provide service and support for your analyzers and systems.
Field Service
Our field service team is factory trained and certified to help you avoid downtime, and in case of an emergency, will help you to get back on-line as quickly as possible.

− On-site Demand Field Service
  Committed, factory-certified resident engineers are available to provide long or short-term corrective and preventive maintenance support at your site. Skilled engineers manage analytical operations, develop maintenance strategy, and insure reliable analyzer data to protect and enhance analytical equipment.

− On-site Resident Engineers (Contract)
  A resident engineer provides the same high quality services as a demand engineer, however a resident, provides committed services support to a single site to manage the efficiency and effective operation of site analytical equipment.

− Performance audits
  Consists of reviewing and optimizing all critical analyzer operating parameters, data transfer, data collection and storage, as well as sample handling system performance. Includes an audit report for each analyzer under contract, certifying the analyzer for maximum operating performance.

− Commissioning and Start-up
  Our project specialists, who understand your process, are available to commission new analyzers to bring equipment on line quickly. We also provide installation supervision, check-out, and on-site operational and maintenance training.

− Evolution and upgrades
  ABB has developed cost effective upgrade programs that enable low risk, phased migration to the latest technology. After a complete site evaluation, we will develop a customized implementation plan for migration of installed analyzers.

Training
− ABB University In-center Training
  Your people are key to optimizing equipment performance. ABB University provides comprehensive training and competence building programs to ensure your staff is able to recognize and provide a proactive response to system and process challenges.

− Coaching Services
  Post-training and refresher instruction provided in an on-the-job setting to reinforce skills and competencies.

Remote Services
− Remote Enabled Diagnostic Services
  Our wireless remote diagnostic solution monitors isolated, off-network analytical equipment to detect and report performance issues.

Parts and Repair
− New parts
  Certified ABB spare parts are critical to on-going operations. Contact us for parts, our logistics personnel and partners are available 24/7 to provide immediate response to your parts request.

− Parts Management programs
  Some analytics spare procurement may include long lead times, our parts management programs help insure the parts you need are available locally when needed.

− Repair and Refurbishment
  Our ISO 9001-2008 certified network provides repairs and reconditioning services that meet or exceed original equipment specifications.

− Web-based parts and repair ordering and tracking
  BusinessOnline (www.online.abb.com) provides simple, fast, and cost-effective online access to complete order processing and tracking of ABB parts and repair services.

− Inventory management
  Several inventory management services are available to insure required parts are available when needed.

Technical Support
− Telephone technical support
  SupportLine telephone support system provides access to ABB support resources who understand the urgency and importance of your support request. Each call is efficiently routed and assigned to an analyzer expert who will follow your inquiry to resolution.

− Telephone support with guaranteed response time
  SupportLine Plus provides the added benefit of guaranteed response time and priority call status with 24 hour access to ABB technical support resources.
ABB North America Customer Service Center
Tel: 1 800 HELP 365 (1 800 4357 365)
Outside US/Canada: +1 440 585 7804

**Telephone menu options**

| 1 | Robotics |
| 2 | Process Control, Network Management Systems |
| 3 | Instrumentation, Process Analytics: |
| 4 | Drives, Motors |
| 5 | Quality Control Systems (QCS) |
| 6 | Low Voltage Products and Systems |
| 7 | Power Products |
| 8 | Substation Automation |
| 9 | Power Generation and Water Utilities |
| 0 | ABB Help Desk: General Assistance |

**Email**

| Field Service: | USserviceRequest@us.abb.com |
| Parts and Repair: | PartServices@us.abb.com |
| Tech Support: | AutomationSupportLine@us.abb.com |
| ABB University: | ABBUniversity@us.abb.com |
| Help Desk: | ABB.HelpDesk@us.abb.com |
| Service Sales: | NAservice_info@us.abb.com |
| Web General Services: | www.abb.us/service |
| Parts and Repair: | http://online.abb.com |
| ABB University: | www.abb.us/abbuniversity |

If your Analytics support request is not handled to your complete satisfaction using the options above, call (713) 587 8160. Please provide your case number if required.