Contact Center
The beginning of a great experience

Telephone menu options
1 800 HELP 365 (1 800 435 7365) | Outside US/Canada: +1 440 585 7804

1. Robotics
   Select from the following options:
   1. Field Service
   2. Parts
   3. Sales

2. Distributed Control Systems
   Select from the following options:
   1. Field Service
   2. Parts
   3. Tech Support
   4. Training
   System 800xA, Advant Master/MOD 300, Symphony Harmony/INFI 90, Symphony DCI/System Six.

3. Instrumentation, Process Analytics
   Select from the following options:
   1. Field Service
   2. Parts
   3. Tech Support
   4. Training
   1. Instrumentation
   2. Process Analyzers
   3. Natural Gas Measurement
   4. Analytical Systems Integration

4. Drives, Motors, Solar Inverters
   Field Service, Parts, Technical Support, Training.
   Brands: Baldor, Power One

5. Pulp and Paper
   Select from the following options:
   1. Field Service
   2. Parts
   3. Tech Support
   4. Training
   Advant/Master, 1180, 1190, ULMA, Measurex.
   Brands: Lorentzen & Wettre, Accuray

6. Low Voltage Products, Thomas & Betts
   Circuit and Motor protection, Electronic Controls, PLC, Panel Switches, Capacitors, Relays, Soft Starters.
   Brands: Entrelec, SACE, Thomas & Betts.

7. Power Products
   Transformers, Relays, Switchgear, Breakers, Capacitors, Switches.
   Brands: ASEA, Westinghouse, BBC, ITE, BerMac.

8. Substation Automation
   PCM, Combiflex, IED, Protection Relays, Microscada, RTU Controls.

9. Network Management, Enterprise Software
   ADMS, DERMS, EMS, GMS, MMS.
   Brands: Ventyx.

Helpful emails
General: Contact.Center@us.abb.com | Tech Support: AutomationSupport@us.abb.com | Training: ABBUniversity@us.abb.com

Spare Parts and Repair Services
Web: online.abb.com | Email: PartServices@us.abb.com