

NAM SERVICES

## Power Protection Services

### Break/fix plans



Some facilities require the same comprehensive coverage, security, and assurance of a guaranteed on-site response, but do not have the ability to shut down for an annual preventative maintenance check. Break/fix plans provide an all inclusive coverage option for any emergency or failure without the annual preventative maintenance visit.

To schedule service call:  
800 CYBEREX  
(292 3739)

#### Premier

- Travel and accommodation expenses to and from the site location
- Priority scheduling on remedial and emergency service visits
- 24x7 telephone support
- 24x7 repair and emergency service visits included
- 15% discount on spare parts
- 24-hour, 8-hour, or 4-hour response times\*
- Replacement of on-site spare stock when part is used for preventative maintenance, an emergency, or repair
- A factory trained representative available 24-hours per day/365 days per year

#### Ultimate

- Travel and accommodation expenses to and from the site location
- Priority scheduling on remedial and emergency service visits
- 24x7 telephone support
- 24x7 repair and emergency service visits included
- 15% discount on spare parts
- 24-hour, 8-hour or 4-hour response times\*
- Includes replacement of any defective part used for preventative maintenance, an emergency, or repair (excluding batteries)
- Replacement of on-site spare stock when part is used for preventative maintenance, an emergency, or repair
- A factory trained representative available 24-hours per day/365 days per year

\* 24-hour – guaranteed within continental U.S. 8-hour – available in select areas (optional) 4-hour – available in select areas (optional)



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**Power Protection**

5900 Eastport Boulevard  
Richmond, VA 23231-4453 USA

[electrification.us.abb.com/services/critical-power-services](https://electrification.us.abb.com/services/critical-power-services)

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