


ABB CONTACT CENTER

1 800 HELP 365 (1 800 435 7365)
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Telephone menu options

1
Industrial Robots




Select from the following options:

| | |
|----------------------------------|-------------|
| 1. Tech Support or Field Service | 2. Parts |
| 3. Sales | 4. Training |

Paint, Powertrain, Body-in-White, Flexpicker, Press Automation, Welding

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 and Motors




Select from the following options:

1. LV and MV Drives, and PLCs
2. Low Voltage, Thomas & Betts
3. Motors and Generators

Field Service, Parts, Technical Support, Training.
 Brands: Baldor

5
Pulp and Paper




Select from the following options:

| | |
|------------------|-------------|
| 1. Field Service | 2. Parts |
| 3. Tech Support | 4. Training |

Advant/Master, 1180, 1190, ULMA, Measurax.
 Brands: Lorentzen & Wettre, Accuray

6
Low and Medium Voltage Electrification, Electric Vehicle Charging



Select from the following options:

1. Low Voltage, Thomas & Betts
2. Electric Vehicle Charging
3. Medium Voltage Electrification


Circuit and Motor protection, Electronic Controls, PLC, Panel Switches, Capacitors, Relays, Soft Starters.
 Brands: Entelec, 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