

Drive Services note

Post Installation Support and Services

Vast knowledge and experience make it possible for ABB to provide valuable support and service solutions to our customers.



Contact Information

ABB Drive Services provides a variety of post installation support and services, all available to you 24/7/365. Drive Services has made it easier than ever to get the support and service you need. While spare parts can be ordered with a click of the mouse, technical support is only a phone call away. Just utilize the contact information listed below for the specific service you require.

Technical Support

- Call: 1-800-752-0696, Option 1, Option 1, Option 3
- Email Tech Support Services - drivesupportline@us.abb.com
- Send a fax to 262-780-5135

Spare Parts

- Log into www.abbnow.com (Channel Partners Only)
- Call 1-800-752-0696, Option 1, Option 2
- E-mail Customer Service - abb.mail@us.abb.com (subject: Spare Parts)
- Send a fax to 800-648-2072

Drive Repair

- Call 1-800-752-0696, Option 1, Option 2
- Email Customer Service - abb.mail@us.abb.com (subject: Drive Repair)
- Send a fax to 800-648-2072

Refurbished Drives

- Call 1-800-752-0696, Option 1, Option 2
- Email Customer Service - abb.mail@us.abb.com (subject: Drive Refurb)
- Send a fax to 800-648-2072

Field Services

- Call 1-800-752-0696, Option 1, Option 1, Option 0

Drive Upgrades

- Email Customer Service - abb.mail@us.abb.com (subject: Drive Upgrade)

Post Installation Support and Services

Capabilities and Benefits

Technical Support	<ul style="list-style-type: none">- Drive support throughout the life cycle chain- Warranty handling- Spare parts look up- Fault solving
Spare Parts	<ul style="list-style-type: none">- Ease of ordering through cBOL- Reliable part availability- Global network of spare part centers and certified service centers guarantees fast delivery- 24 hour emergency spare part service and guaranteed delivery of spare parts in the shortest possible time
Factory Drive Repair	<ul style="list-style-type: none">- Cleaning, visual inspection, troubleshooting, repair and complete functional testing of the drive- Upgrade to the latest software version- Average turnaround time is 5 business days, subject to parts availability and scope of repair- 12 month warranty on all repairs done through this service
Drive Refurbishing/Exchange	<ul style="list-style-type: none">- Refurbished inventory of drives available for exchange or direct purchase- Upgrade of circuit cards and software to the latest revision- Cleaning, visual inspection, troubleshooting, repair, and complete functional testing of the drive- 12 month warranty
Field Services	<ul style="list-style-type: none">- Professional field service engineers located throughout the US- Preventative maintenance - identification and resolution of potential drive issues- Corrective maintenance - diagnostic and repair procedures completed as defined by the ABB quality system
Drive Upgrades	<ul style="list-style-type: none">- Upgrade the power structure with replacement components such as IGBTs and Capacitors- Replace the power module of a cabinet or enclosure with the current product generation (replace a Sami Star or ACS600 with an ACS800)- Customized upgrade programs to meet your specific application and business needs

For more information please contact:

ABB Inc.

Drive Services

16250 W. Glendale Drive

New Berlin, WI 53151

Phone: 262-785-3200

E-Mail: abb.mail@us.abb.com

Web: www.abb.us/drives