Welcome to Customer Service

Our robot service and support portfolio
At ABB we don’t believe in a ‘one size fits all’ approach. We aim to support all your robotic needs from the moment of installation to it’s end of life services.

Our UK & Ireland teams aim to help you grow with robotic automation, providing unlimited support on your journey towards a fully automated factory floor with robots.

We tailor a service package in close cooperation with you – and then we stand ready to help increase the performance, uptime and lifetime. With a dedicated, qualified team we have all the tools we need to be the best for you.
Meet The Team

Our customer service team are experienced and efficient in all aspects of their job roles, and we know how important our roles are in your business successes.

We work as a collective and support each other in anyway possible. Here in Milton Keynes, we believe that having a close team who work well together and stay motivated, is the key to customer satisfaction.

Together we share the ultimate goal for our customers to not only feel heard but satisfied. With our fast response, production maintenance, life and up cycle services; our customer centric team are your first point of contact.

Rob Breedon
Customer Service Manager
UK & Ireland

Liam Thorne
CS Sales Account Manager
UK & Ireland

Susan Leason
Training Coordinator
UK & Ireland

Stuart Cuckney
Systems and Applications
UK & Ireland

Stephanie Bird
Service Engineering Leader
UK & Ireland

Madalin Paduretu
Spare Parts Manager
UK & Ireland
What do we offer?

Our ABB Service portfolio provides all the relevant information so we can meet your needs. Learn how we tailor, adapt, and shape our services depending on the circumstances of your business.

Click on the offerings to find out more >>
Spares
Parts delivered direct

24/7 /365 days a year, we offer spares availability, ensuring you have access to the parts you need as and when required.

We have over 300 products stocked locally in the UK, optimising a faster delivery on a wide range of parts. On certain spare parts we can provide same or next day deliveries.

All our UK stock is also aligned and up to date with our current install base across the UK & Ireland.

*Some options require an active service agreement. Stock cannot be held, and availability is at point of purchase*
More about our spares offerings

The right part, at the right time and in the right place.

We understand that the last thing you want in your business is delays in production, caused by spare part deferrals. ABB Robotics has a reliable delivery service that can turn your spares request around in as little as 24 hours.

Our large production database allows us to know exactly which robots are installed at our customers' sites. This allows us to ensure we hold the right level of spares in stock.
Reactive response and breakdowns

Our Technical Support is available to all our customers, 24/7/365 days a year, meaning whenever you need us, we are on hand to support your needs.

To further support your breakdowns and technical issues, we have 16 experienced & ABB certified engineers up and down the country, meaning no matter where you are in the UK or Ireland, we can arrange an engineer for you.

Our engineers have full access to specialist fault diagnostic and rectification tools, rendering an in-depth mechanical electrical inspection- stored on a global customer data base.

Did you know?
We carry out over 1200+ service interventions each year. Meaning we are on hand for both your urgent and non-urgent product needs.

CONTACT OUR SUPPORT TEAM
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CONTACT OUR CUSTOMER SERVICE TEAM

Also in this section take a look at:

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Contact our Support Team

Wherever you are…

We can get an engineer to you!

Engineers on call vary and local engineers are not guaranteed.

Circle area is an estimation on distance within 4 hours and can vary based on roads, weather and location.

WATCH THE VIDEO

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Robotics

MILTON KEYNES (HQ)

June 6, 2023 Slide 4
Condition Based Maintenance
ABB’s Condition Based Maintenance service enables robot users to create a preventive maintenance schedule for individual or robot fleets based on real-time operational data, to optimize productivity and minimize downtime.

RobotStudio®
Our specialised simulation tool enables our customers to use the world’s most popular off-line programming tool for creating real life robotic applications. Enabling you to build, test and refine your robot installation in a virtual environment.
ABB’s Condition Based Maintenance service enables robot users to create a preventive maintenance schedule for individual or robot fleets based on real-time operational data, to optimize productivity and minimize downtime.

RobotStudio®
Our specialized simulation tool enables our customers to use the world's most popular off-line programming tool for creating real-life robotic applications. Enabling you to build, test, and refine your robot installation in a virtual environment.

Virtual Assistance
A problem shared’ – new virtual assistance support service from ABB provides instant access to virtual face-to-face expert technical advice.

WATCH THE VIDEO
Scan or click the QR code to find out more.

ABB’s Condition Based Maintenance service.
RobotStudio® allows you to perform tasks such as training, programming, and optimization without disturbing the production.
Digital Services

RobotStudio®

RobotStudio® allows you to perform tasks such as training, programming, and optimization without disturbing the production.

CLICK FOR ROBOT STUDIO COMMUNITY

Scan or click the QR code to find out more.

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CONTACT OUR SUPPORT TEAM

Also in this section take a look at:

ABB’s Condition Based Maintenance service.

Click the headset for more virtual assistance.
We offer a 4 – 8 – 12 & 24-hour response for point of call-out to engineer onsite, so we can be with you the same day depending on the agreement you purchase.

Our ABB certified engineers are fully equipped with the advanced preventative maintenance techniques, essential to finding you a solution.

Extended warranty is available from the moment of purchase, and we guarantee with our service agreements that you will have a flat fee on our spare parts, should you need them in the future.

Read more about our service agreements.
More about our service agreements

We can offer you service agreements designed for you and your ABB robot.

Our aim is to make sure that ABB provides everything you need for your robot whilst ensuring that you get the right support throughout your automation journey.

Our continued support is what makes ABB Robotics UK & Ireland so special to our loyal customers and why our return customer base is so significant.

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ABB certified engineers are fully equipped.

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READ MORE
Training
UK Course Delivery

We provide more than 28 courses, which run directly from our dedicated training centre at the Milton Keynes site. Furthermore, we only use the latest equipment and technology aligned with our current install base in the UK & Ireland.

Here at ABB, we have 2 fully qualified experienced trainers, with 20+ robot cells available for students to get hands on training with our practical exercises.

We can tailor our standard training delivery based on your business’s current technical ability and the knowledge they wish to acquire.

Simon Turner  Richard Ramos  Greg Finch
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More about our training delivery

Our students come away from the courses with great knowledge of how to run the robot efficiently. Many trainee's return for more advanced courses with our qualified instructors.
Systems and application services

Life cycle services

We provide remanufactured or new robot replacement services. All our remanufactured products are certified to original ABB standards. We arrange mechanical and electrical upgrade services and in previous years we have developed customised solutions to upgrade your robot and equipment to your requirements.

We also supply paint applications support along with customer property audits as required.

Please call us for advice before you purchase any aftermarket robotic equipment. We offer free advice on obsolescence life cycle and are happy to run through the merits and risks.

CONTACT OUR SYSTEM SERVICE TEAM
We provide remanufactured or new robot replacement services. All our remanufactured products are certified to original ABB standards. We arrange mechanical and electrical upgrade services and in previous years we have developed customised solutions to upgrade your robot and equipment to your requirements.

We also supply paint applications support along with customer property audits as required.

Please call us for advice before you purchase any aftermarket robotic equipment. We offer free advice on obsolescence life cycle and are happy to run through the merits and risks.

More about our life cycle services

One of the most important focus points has been securing the backward compatibility of new technology.

Secure your production by upgrading and extending the lifecycle of your robots and robot equipment.

To learn how ABB’s Circular Economy supports a sustainable future.

Did you know?

Remanufactured robots come with a 2 year warranty as standard.
How to contact us

**Spare Parts**
Email: GB-customer.service@abb.com
Phone: 01908 350410

**Technical Support**
Email: robotics_support@gb.abb.com
Phone: 01908 350400

**Digital Services**
Email: robotics_support@gb.abb.com
Phone: 01908 350400

**Service agreements**
Email: gb-robotics.agreements@abb.com
Phone: 01908 350485

**Training**
Email: Robotics.training@gb.abb.com
Phone: 01908 350485

**Systems and application services**
Email: Gb-systems.services@abb.com
Phone: 01908 350310