

# Electrification Service

For safer, smarter and more sustainable solutions



With a comprehensive offering of services beyond standard product support, Electrification Service provides complete solutions to help reduce total cost of ownership, maximize customer revenue, and provide safer, smarter, and more reliable solutions for the entire asset life cycle.

In addition to life cycle extension and aftermarket product support, Electrification Service offers on-site services for risk-reducing installation and startup, as well as availability services to help proactively reduce downtime and meet your service level commitments. ABB Service personnel have the knowledge and experience to help solve problems and assist in meeting all service needs, both on and offsite. With regionally-dispersed Field Service Engineers and multiple service centers located across North America, ABB's Electrification Service team is always nearby and ready to support your needs.

### Industries served

- Utility
- Commercial
- Industrial
- Healthcare
- Data centers
- Manufacturing/process
- Education
- Oil and gas

### Electrical power distribution field and power consulting services

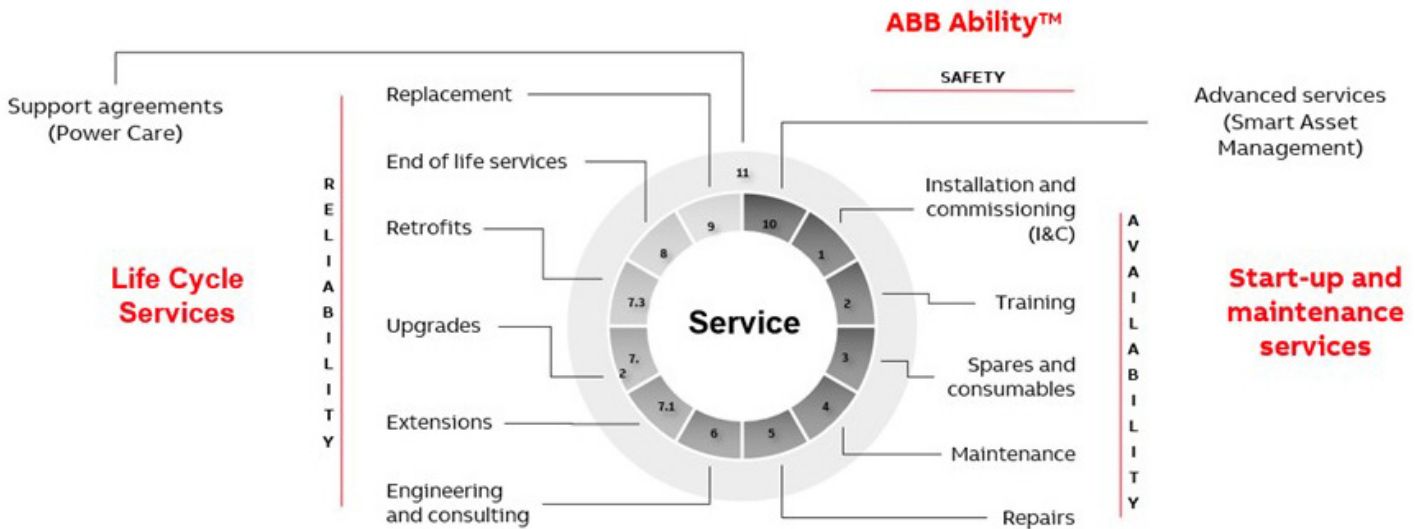
- Installation, startup and commissioning
- Digital switchgear controls support

- Power system upgrades and retrofits
- Breaker and relay testing services
- Protective relay and control service and support
- Trip Unit upgrades (ABB and other OEMs)
- Automatic transfer systems and paralleling switchgear services
- Arc flash hazard analysis and power systems studies
- Arc flash and safety remediation solutions
- Predictive and preventive maintenance
- Relay and custom panel design, build and modernization
- Substation design, build and repair

### Aftermarket parts and service

ABB offers service on a comprehensive range of medium and low voltage products for electrical distribution networks.

- Air insulated switchgear
- Outdoor switchgear and compact substations
- Paralleling switchgear
- Automatic Transfer Switch (ATS)
- Gas insulated and Secondary Ring Main Units switchgear
- Motor control centers (low and medium voltage)
- Switchboards and power panelboards
- Circuit breakers and contactors
- Load break switches and disconnectors



- Distribution protection and control panels
- Relay and metering systems
- Dry type and liquid filled transformers
- Uninterruptible Power Supplies (UPS)

**Training**

- Personnel safety training (NFPA 70E & CSA Z462)
- Power equipment
- Power management and relays

**Disaster recovery**

- Access to resources (engineers, craft, technicians)
- Equipment condition assessments
  - Power systems
  - Recommendations - repair/replace
  - Repair coordination
  - Test equipment
  - Multi-vendor
- Specify/source replacement equipment
- Site management and logistics
  - Engineering support
  - Technical direction
  - Craft labor
  - Communication command center
  - Installation, startup and commissioning
- Emergency repair

**Service agreements**

- Maintenance/service contracts
- On-site support and remote monitoring and diagnostics
- Preventive/planned/unplanned maintenance
- Resident technical services
- Staffing services: multi-discipline engineers, designers, technicians, CAD and other technical personnel
- Equipment exchange programs
- Repair service agreements

**On-demand and emergency services**

- 24/7/365 emergency services and parts support
- Installation, startup and commissioning
- Feasibility/engineering studies
- Assessment/inspection/testing
- Outage support
- Repair and product replacement

**Contact us**

For more information, call toll free at +1 888 434 7378 or visit [electrification.us.abb.com/services](http://electrification.us.abb.com/services).