



Service Options.

Maximizing the performance of ABB process analytical equipment.

Start-up, commissioning and demand services

ABB field service team is factory trained and certified to help you successfully startup and commission ABB analytical products, sample systems and shelters. ABB's team of factory certified specialists are located across the country to provide quick response to customer demand service requirements.

Our factory trained specialists also work with our systems design and integration team to provide complete shelter solutions including start-up and commissioning for our customers.

→ <http://bit.ly/28MRxNs>

Site audits (lifecycle services)

ABB will perform an audit of customer's installed base including hardware, software, revision levels and lifecycle status. An audit report will be supplied to customer along with recommendations for preventative maintenance, spare parts and potential upgrades.

→ <http://bit.ly/28MRxNs>

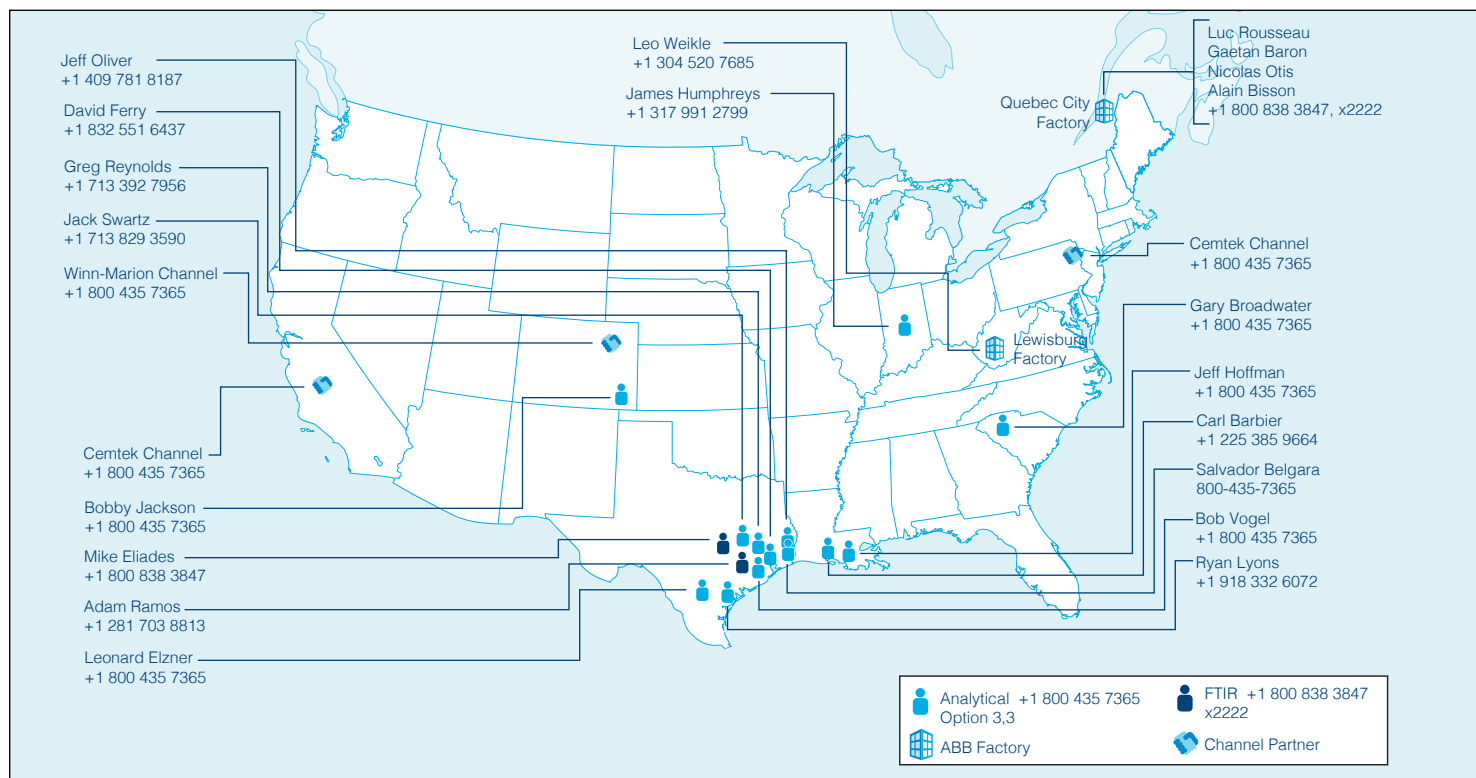
Limited lifetime warranty

Customers choosing to join our lifetime warranty service will never need to worry about their analyzer performance. After ABB commissions your product and through semi-annual maintenance ABB can help to guarantee measurement performance and reliability. Products installed less than 1 year ago may also be eligible for this service if they pass our maintenance inspection assessment. Throughout the life of your product ABB will provide warranty coverage. If something goes wrong with the product, there is no costly bill to get your product operating again. ABB's limited lifetime warranty is offered on several flagship products including continuous gas analyzer (CGA) and process gas chromatograph (GC).

→ <http://bit.ly/28L0xiE>

Service options

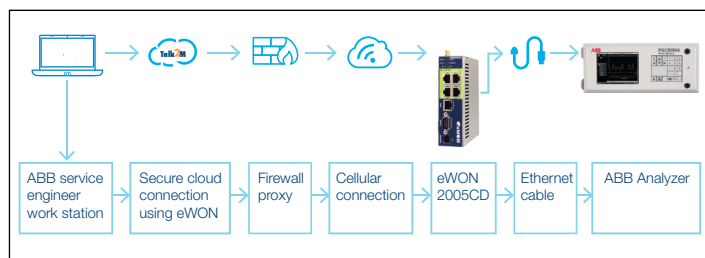
Analytical products



Remote diagnostics

ABB's remote diagnostics package allows the customer to connect the eWON router to any analyzer allowing an authorized ABB service engineer to remote into the analyzer using the secure network. ABB can diagnose most issues remotely thus saving the customer time and money.

→ <http://bit.ly/28MPctw>



Training (factory and on-site)

Your service personnel are key to optimizing equipment performance. ABB University provides comprehensive training and competence building programs to ensure your staff is able to recognize and provide a proactive response to system and process challenges.

→ <http://bit.ly/28KlxXI>

Contact us

ABB North America Customer Service Center

Tel: 1 800 HELP 365 (1 800 435 7365)

Telephone menu options

Option 3 Instrumentation, Process Analytics:

- 1 Field Service Dispatch
- 2 Parts & Warranty Support
- 3 Tech Support
- 4 Training
- 5 Sales or General Inquiries

Email

Field Service:

USserviceRequest@us.abb.com

Parts and Repair:

PartServices@us.abb.com

Tech Support:

AutomationSupportLine@us.abb.com

Training:

ABBUniversity@us.abb.com

Web

Parts and Repair:

<http://online.abb.com>

ABB University:

www.abb.us/abbuniversity

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