

ABB Power Care – 2. Emergency Maintenance Services

2.2 Call-out support with agreed response time

ABB Low Voltage Service for products and systems offers ABB Power Care customers call-out support with agreed response time to solve any equipment issue in the shortest possible time.

Equipped with extensive product training and comprehensive access to technical archives, ABB Low Voltage Service has a technical support team that can help customers with troubleshooting procedures, identification of malfunctions, and with remedial plans and actions.

ABB Low Voltage Service offers call-out support for customers with malfunctioned equipment, which can result in unplanned disruptions to their critical processes.

This module of ABB Power Care agreement guarantees that our customers receive on-site support from the ABB Low Voltage Service technical team. Upon contacting the call-out support line, a request is initiated for urgent mobilization of an ABB service engineer to be present on site, within the agreed response time. The engineer troubleshoots the ABB equipment or system, quickly identifies issues, and recommends the most efficient actions for rectification.

The possible agreed response times are:

- 12h
- 24h
- 48h

These can be further customized to meet the needs of the individual customers.



Call-out support is available for the following range of products:

- MNS switchgears
- Circuit breakers (ACB & MCCB) and switches
- Softstarter
- Large contactors

Rates for the call-out services are defined in the ABB Power Care agreement.

Benefits:

- High level of worldwide service and support
- Rapid escalation of complex issues for efficient resolution
- Immediate technical assistance to customers for diagnoses and rectification of problems
- Limits consequences of failure.

For further information contact:

www.abb.com/low-voltage/service

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