
Technical Support for MV drives 24/7

Service product description

ABB Technical Support helps you to maximize your asset uptime with 24/7 prioritized access to ABB technical experts in motors and drives. Our experts ensure a rapid resolution time with assisting you to maintain your critical operations.



User advantages:

- Peace of mind: a 24/7 technical support contract ensures the issues are solved quickly and efficiently.
- Fast recovery, maximizing the drive uptime.
- Fast response through one point of contact. Get hold of ABB expertise within 1 hour of initial contact to Technical Support.
- Access to entire expertise within ABB, if the case requires deeper investigation it is escalated to the most knowledgeable people within ABB.
- Agreement-based support ensures priority response.



Service Includes:

- With a service contract, customers get assistance 24/7 to maintain the ongoing production and performance of the equipment. The technical support team answers technical questions providing advanced product and application support.
- After clarifying technical questions with the customer and briefly evaluating the case, the ABB-certified engineer can answer the question directly or propose an action plan to resolve the issue
- Direct contact to an ABB-certified engineer, in English, via telephone and email 24 h/day, 365 days/year.
- Support contact phone number, email address, or web chat to ABB's Technical Support Center.



Follow-up:

- All customers with ABB drives and module types in life cycle phases (Active or Classic) for all industries, in particular critical drive systems.
- If there is a need for further support from ABB after the request is resolved, or for service not included in the scope of Technical Support, it will be handled and forwarded if necessary to the correct ABB team.



Product coverage:

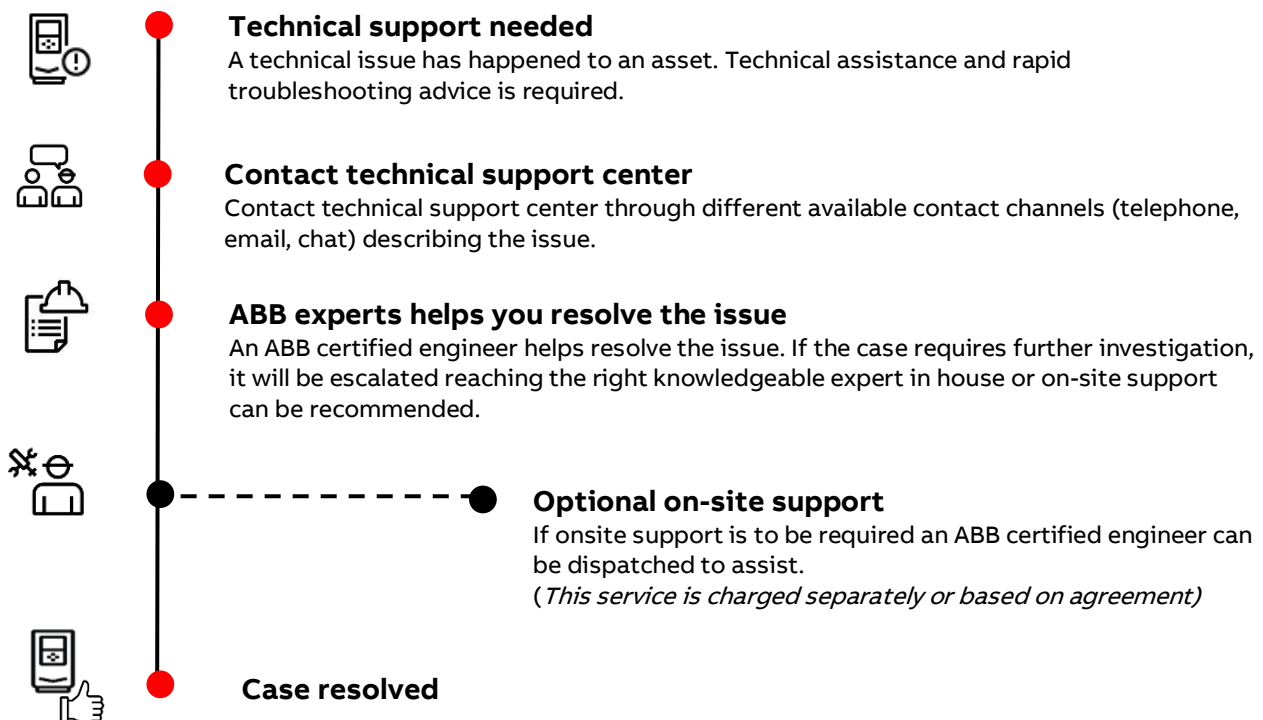
- ACS1000, ACS2000, ACS5000, ACS6000, ACS6080, LCI in life cycle phases (Active or Classic)

Customer responsibilities

For a customer to utilize the current service offering there are requirements listed below which need to be fulfilled. These are:

- Providing sufficient details about the technical inquiry
- Providing contract number
- Have completed a basic training (trainings listed below)
 - **Option 1)** Operation and maintenance training
 - **Option 2)** Drive windows and cable to connect to the drive (incl. ability to download blackbox data)
 - **Option 3)** Remote connection
- Provide approval for handling condition monitoring for Drives (CMD) data to technical support personnel.
- Provide following information:
 - Availability of on-site spare parts
 - Necessary drive data to perform the troubleshooting
 - Level of training received by personnel on-site
 - Email address that should have access to MyABB

The Process



For more information, please contact your local ABB representative or visit:

new.abb.com/service/motion/recovery-services/technical-support

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