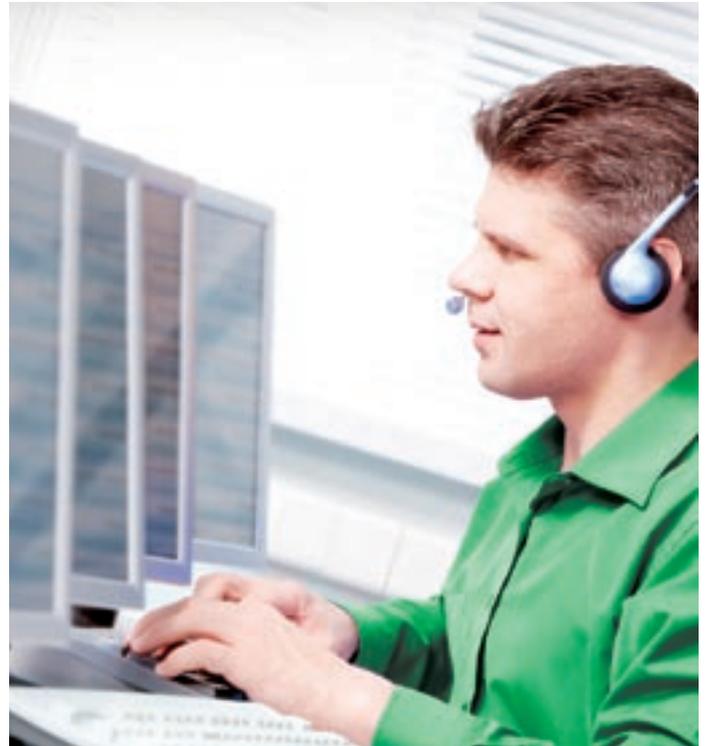


## Spare parts and services

### For generation, transmission and sub-transmission protection and control products

ABB is committed to not only supplying products, but also to providing the support and services necessary to ensure customers maintain ongoing reliability and consistent performance levels.

As a world-leading engineering company, our goal is to help customers increase grid reliability. We achieve this goal by working closely with our customers and by developing long-term relationships.



#### Full range of services

ABB's global support and service functions are continually developing in response to the needs of customers. Our engineers use their extensive experience to provide a full range of services for all phases from preventative maintenance, training and technical support to remote monitoring, consulting services and spare parts supply.

#### Unique technical knowledge

ABB has been designing substation products for over 50 years. This gives us the unique technical system and product knowledge needed to best serve our customers. As a company, we are represented in most countries around the world. Our global presence, specialist product knowledge and hands-on approach make us the leading after-sales service provider.

#### Fast response for maximized availability

High quality, unique competence and cost effectiveness are qualities that make ABB one of the most competitive companies today. With a comprehensive range of spare parts and related services, you can rely on ABB to provide a fast response in all after-sales activities. We ensure that you are able to maintain an up-to-date system for maximized availability and minimized unplanned downtime at the lowest possible cost.

# Services for continuous grid reliability

## Spare Parts Service

ABB's Spare Parts Service comprises of a global network of spare part providers. With over 10,000 original spare parts kept in stock and ready for immediate delivery, high levels of productivity are ensured after maintenance or repair activities.

You can access information about our comprehensive range of spare parts for transmission protection and control products, and the stock available, at any time using the Parts OnLine tool at [www.abb.com/partsonline](http://www.abb.com/partsonline). All local ABB offices are ready to assist you with ordering the spare parts listed in the online tool. If the spare part you are looking for is not listed in Parts OnLine, the local ABB office can provide information about pricing and availability of the requested item.



## Parts Repair Service

Our high-quality Parts Repair Service is ideal for defective parts that can be mended. This service ensures that the parts meet their original specifications in a turnaround time of typically less than two weeks.

## Parts Exchange Service

If, on the other hand, you want to purchase a spare in return for a defective part, take advantage of ABB's Parts Exchange Service. We provide fully tested and warranted parts in exchange for corresponding defective parts at a lower cost than new parts. This service is quicker than having parts repaired and is designed to minimize costs and downtime, and maximize the value of your investment in ABB equipment.

## Parts Test Service

To shorten the time of unplanned breaks in production, many customers choose to keep their own stock of spares. ABB's Parts Test Service ensures the spare parts in your stock are fully functional.

## Root Cause Analysis Service

In cases where a unit has failed, it may be of interest to identify the reason for its failure. ABB's Root Cause Analysis Service is an in-depth analysis of the defective unit, software and hardware by specialists to possibly identify irregularities and provide solutions.

## Contact us:

### ABB AB

Substation Automation Products  
SE-721 59 Västerås, Sweden  
Tel. +46 21 32 50 00  
Fax +46 21 14 69 18

[www.abb.com/substationautomation](http://www.abb.com/substationautomation)

[www.abb.com/partsonline](http://www.abb.com/partsonline)