

# Technical Support

Local expert help with global back-up



ABB Technical Support service answers your technical questions and provides you advanced product. The service relies on ABB's extensive drive expertise which you can reach through your local ABB.



### Rapid resolution

With a service contract you ensure priority and access to Technical Support service 24/7 - whenever you need it.



### Local contacts near you

You can reach your local ABB to ensure quick response. If the case requires deeper investigation, it is escalated for higher level of expertise.



### Process availability

Getting your questions answered quickly ensures that your process runs smoothly with reduced maintenance time and costs.



**Check the service availability for your drive types with your local ABB representative.**

### Need help?

Contact ABB or third party channel company.

<http://new.abb.com/drives/services/>  
[www.abb.com/searchchannels](http://www.abb.com/searchchannels)



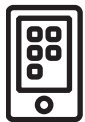
# Technical Support

## Service delivery



### Drive support needed

You want technical assistance or rapid troubleshooting advice. You do not exactly know why the drive is not operating properly or you have other technical issues.



### Contact your local ABB

You get quick local assistance.



### ABB's expert guidance

An ABB-certified engineer guides you through the topic until your issue is resolved. If the case requires deeper investigation, it is escalated to the higher level of expertise or on-site support can be recommended.



### Optional on-site support

If you need on-site support, a local ABB-certified engineer can be dispatched to help you. This service is charged separately.



### Drive support case resolved

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

<http://new.abb.com/drives/services/>  
[www.abb.com/searchchannels](http://www.abb.com/searchchannels)

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