



Service overview brochure

ABB Medium Voltage Product Service

Intelligent service for a reliable future

Power and productivity
for a better world™



Responsive worldwide network

Capability makes all the difference



A team for every mission

ABB's Medium Voltage Product Service teams are experts in their own fields. They have the knowledge and experience to meet all your needs in both on and off-site activity. We are located across all five continents with service centres close to you.

Our philosophy: Responsiveness

Solutions for every situation

With over 100 years of experience in the design, development, manufacturing and through-life service support of medium voltage switchgear, we have established a wealth of technical solutions to meet your specific electrical network reliability needs. ABB has the largest installed base of any switchgear manufacturer worldwide. We support our products through a comprehensive range of services that ensure optimum performance throughout their life.

Our service portfolio starts with installation and commissioning and continues right through the product's life until eventual decommissioning.

Products we support

ABB offers a comprehensive range of products for electrical distribution networks.

We supply:

- Primary air and gas insulated switchgear
- Circuit breakers, switches, contactors
- Outdoor switchgear
- Secondary switchgear, ring main units
- Compact substations
- Distribution protection and control

In addition, we maintain archives containing complete technical information on a wide range of our legacy products: ABB, ASEA, BBC, Calor Emag, SACE, Strömberg, Gardy, EJF, ITE, ZWAR, LK NES, Westinghouse. These products remain fully supported, including options to extend their life through retrofit and upgrade services to include the latest technology standards.

Peace of mind

Our service offerings are designed to maintain the highest levels of reliability throughout the product's life cycle.

- Born healthy: through ABB's expert installation and commissioning
- Stay healthy: through ABB's certified maintenance and repair services
- Enjoy better life: through ABB's engineering and consulting service
- Gain a new lease of life: through applying the latest ABB technology to upgrade or retrofit

Product life cycle services

Perfect care for medium voltage switchgear

Installation and commissioning

ABB certified service engineers provide expert on-site installation and commissioning of our equipment. Our start-up and commissioning services range from installation support, to full on-site project management.

Benefits:

- Lower risk
- Faster start-up
- Optimum life cycle performance

Spare parts

Spare parts availability is critical to ongoing operations.

We maintain a comprehensive stock of certified ABB parts, guaranteeing their availability throughout the product life cycle. For urgent parts requests, our logistics personnel and partners are available 24-hours a day to provide immediate emergency response.

Spares are stocked throughout our global network of service units, including everything from individual components to complete assemblies.

Benefits:

- Enhanced product reliability by using high quality certified parts
- Improved uptime due to guaranteed delivery
- Global logistics network ensures fast delivery

Training

A skilled and efficient workforce is a plant's most valuable asset. ABB can help by providing a range of product training courses, which typically cover:

- Safety procedures and correct product operation
- Routine maintenance
- Basic fault finding

Training courses are normally provided by our local ABB service office and if required, training can be provided on site.

Benefits:

- Long term product performance through correct operation
- Improved safety
- Reduced downtime

Maintenance and field services

Our experienced service professionals provide a range of on-site services to ensure the reliability of your installed switchgear.

Services include:

- Planned maintenance
- On-site or workshop repairs
- Emergency call-out to reduce downtime
- Long term service agreements to maintain peak performance

Benefits:

- Field service by certified service technicians
- Faster response
- Improved equipment utilization



Life extension and upgrades

From installation to end of life



Retrofit and refurbishment

Many ABB products will provide useful service for 30-40 years or more. Throughout the product life cycle, we can provide solutions that expand the functionality and extend the life of your switchgear, while maintaining the value of your core investment.

Options include:

- Complete overhaul and refurbishment of switchgear to original specification with warranty
- Switchgear upgrades through retrofitting of switching devices
- Protection and control upgrades for increased functionality
- Upgrades to improve safety, such as the installation of arc detection and fast switching systems

Benefits:

- Cost-effective alternative to replacement
- Maximize asset investment performance
- Incorporate latest technology to increase safety, performance and functionality



Extension

Should you need to expand your electrical network, ABB has the full capability to provide additional circuits for existing switchboard configurations.

We can supply equipment that matches the original specification for the extension of both current and phased out switchgear.

Benefits:

- Maintain equipment and operating procedures and safety standards
- Ensure consistent technical standards
- Optimization of spares and maintenance

Performance improvement

Getting the best from your switchgear

Monitoring and diagnosis

ABB can call on a number of condition monitoring solutions to measure the key parameters of installed equipment. We can retrofit monitoring systems into existing switchgear to provide information on equipment performance for increased flexibility in planning maintenance shutdowns. In addition, diagnostic information helps identify negative product performance trends and supports proactive correction.

Benefits:

- Proactive intelligent action to reduce risk of failure
- Access to expert analysis
- 24-hour, continuous asset monitoring

Engineering and consulting

ABB provides a range of engineering and consulting services for medium voltage switchgear including:

- Recommendations on product application, upgrades or replacement
- Fault finding and diagnostics
- Customized engineered switchgear solutions
- Switchgear decommissioning and disposal
- Safety, health and environmental practices to meet regulatory compliance and safeguard your licenses to operate

Benefits:

- Access to expert product specialists
- Sharing of global best practices
- Combined analysis and implementation capability

Site audits

ABB is a world leader in the field of medium voltage switchgear and has vast experience in a wide variety of applications. Our service experts can conduct audits on existing installations to assess the condition of the equipment. These audits can be structured to minimize outages within your network. A typical audit includes:

- Documenting substation equipment
- Assessment of the condition of the equipment
- Recommendations for maintenance, replacement or refurbishment

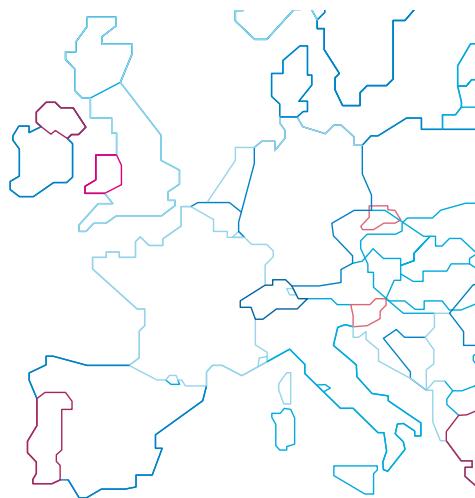
Benefits:

- Quantified analysis of installed switchgear
- Evaluation of risk profile
- Proactive customized recommendations to maintain equipment performance



Your global service partner

Responsive service and expert support



Global experience applied to local solutions

ABB is one of the world's largest power transmission and distribution manufacturers offering a wide range of services which cover an extensive global installed base of switchgear.

The best practices worldwide and more than 100 years of experience and innovation are incorporated in every delivery we make. We work in partnership with you to ensure that you get the very best service in the fastest possible time.

Expert global network

Through ABB you can access more than 1000 technical experts located around the world. Thanks to our global certification program, our extensive network of specialists provides consistent delivery to the highest service and safety standards.

Our service teams are available 24/7 no matter where you are based – in any of the five continents – with ABB at your service you'll always have peace of mind.

Full service portfolio

Whatever your needs, we support our switchgear installations with a full service portfolio that covers every network application, from large to small.

Each and every job, on or off-site, is accurately assessed, utilizing highly developed skills and technical tools to ensure the best outcome. Our solutions take all factors into consideration, including technical, financial, environmental and safety aspects. The result is a reliable and long lasting solution.

Life cycle support

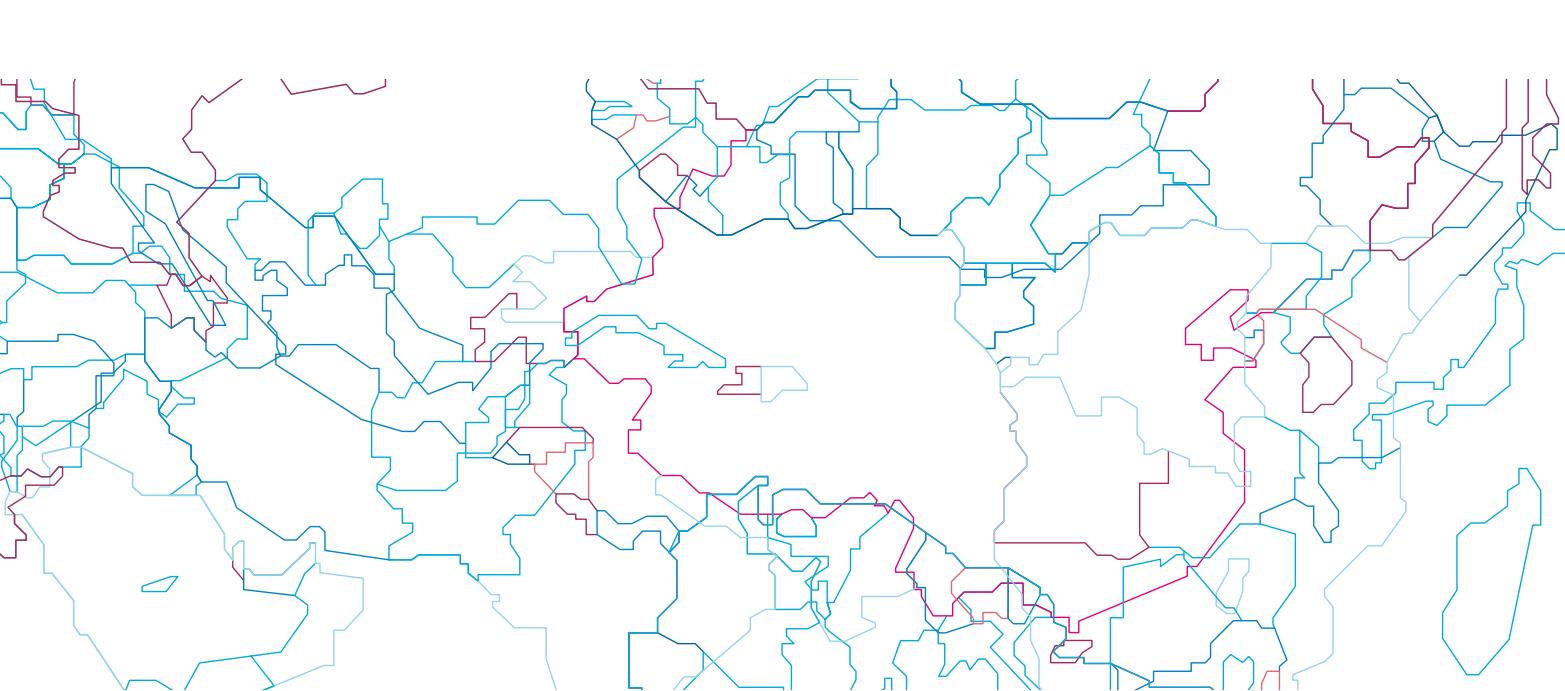
ABB has several long established global switchgear factories and a robust R&D infrastructure. Combined with our extensive network of local service centers this enables us to provide the very highest standards of product support from installation to end of life. It doesn't matter how old your switchgear is, with ABB there is always a solution.

Always one step ahead

Staying ahead means taking the right decisions, at the right time, based on the right information.

ABB Medium Voltage Product Service aims to work as an active partner in your business. At all times we support our installed base through proactive service offerings that ensure high reliability and optimal performance of your switchgear.

Customer needs	Product life cycle services	Life extension and upgrade	Performance improvement
ABB Solutions	<ul style="list-style-type: none">– Life cycle product support– Highest product reliability and fast service response– Optimized maintenance investment	<ul style="list-style-type: none">– Exploit the latest technology for highest safety standards– Cost-effective life extension– Increase functionality	<ul style="list-style-type: none">– Reduce risk through pro-active service approach– Utilize real-time data for fast recovery– Optimize asset performance through condition analysis
	<ul style="list-style-type: none">– Installation and commissioning– Spare parts– Maintenance and field service– Training	<ul style="list-style-type: none">– Retrofit and refurbishment– Extension	<ul style="list-style-type: none">– Monitoring and diagnostics– Engineering and consulting– Site audits



Product life cycle services

Installation and commissioning:

- Lower risk
- Faster start-up
- Ensure product life cycle performance

Spare parts:

- Product reliability through high quality certified parts
- Improved uptime due to guaranteed delivery
- Global logistics network ensures fast delivery

Training:

- Long term product performance through correct operation
- Improve safety
- Lower downtime

Maintenance and field services:

- Field service by certified service technicians
- Faster response
- Improved equipment utilization

Life extension and upgrades

Retrofit and refurbishment:

- Cost-effective alternative to replacement
- Maximize investment performance of assets
- Incorporate latest technology to increase safety, performance and functionality

Extension:

- Maintain equipment and operating procedures and safety standards
- Ensure consistent equipment technical standards
- Optimization of spares and maintenance

Performance improvement

Monitoring and Diagnostics:

- Proactive intelligent action to reduce risk of failure
- Access to expert analysis
- 24-hour continuous asset monitoring

Engineering and consulting:

- Access to expert product specialists
- Sharing of global best practices
- Combined analysis and implementation capability

Site audits:

- Quantified analysis of installed switchgear
- Evaluation of risk profile
- Pro-active customized recommendations to maintain equipment performance

Contact us

Your sales contact:

www.abb.com/contacts

More product information:

www.abb.com/productguide

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