

Service

Station Automation and Protection

A well-functioning power supply is indispensable for present-day society. It is just as important for energy suppliers to be reliable. The station automation and protection services of ABB can improve availability and reduce downtimes to a minimum.



Continuous availability for energy suppliers

ABB service — reliable, fast and customer-oriented

The ABB station automation and protection service team simplifies daily work with the secondary technology of your substations. Our professional team provides fast and reliable service for the complete ABB portfolio and optimizes your installations during their entire life cycle — so you can boost efficiency and availability. Some of our services include:

Service agreements (SAs)

Our service agreement with you is tailor-made to your needs. Its goal is the highest possible availability of your installation and the lowest possible downtime in case of a power failure.

The service agreement consists of a basic module that includes, among other things, a predetermined number of support hours and discounted hourly rates.

Various supplementary modules regulate, among other things, the following services:

- Guaranteed **response and intervention time** so you get help when you need it
- Access to our **ABB spare part pool** so you get access to spare parts when they're needed
- **Data backup** and **cyber security**, so your network is secure and no data is lost
- Through **upkeep and maintenance**, we guarantee the highest possible availability of your equipment by periodically carrying out safety checks

- **Remote support**, so we can help you from afar as quickly as possible
- **On-site training** to keep the know-how of the customer's staff up to date with the necessary knowledge

Site audit

The site audit constitutes the foundation for efficient support — because only when we know the current state of your installations will we then be able to offer you the best possible support and offer recommendations. On this basis, additional services such as the creation of a spare part concept or a life cycle analysis can be offered.

Technical support and technician hotline

Our technical support relies on experts with many years of experience, ready to help you with advice and assistance. Whether your installation has older-generation equipment or complies with the latest standard, we will help you over the telephone or at your site.

Cyber security

We perform risk assessments, to test and assess the protection and safety of your system. Whether it is software updating, management or execution of reassessments — you are in good hands with us.

Analysis and diagnosis

- Error analysis, diagnosis and evaluation of incidents
- Analysis and evaluation of mains faults
- Verification of protection settings and configuration of protection equipment
- Fault clarification and, if necessary, resetting of protective devices
- Analysis of communication problems (from the field to the station level and grid control center)

Consulting services

- Mains calculations
- Life cycle advice
- Relay setting calculations
- Current and voltage transformers
- Availability calculations
- Data engineering IET600, PCM600, MicroScada

Spare parts and repairs

- Repair and replacement
- Testing and requalification of spare parts
- Spare part management and concepts
- Rental device service
- Life cycle extension (discontinued products, extended warranty)
- Fast replacement: delivery of Relion® replacement devices within five work days

Preventive maintenance and servicing

- Testing of components and systems
- Implementation of periodic safety testing
- Creation of backup copies
- Determination of disruption data
- Hardware maintenance (see also "Spare parts and repairs")
- Warranty extension

Instruction and training

- Training designed to fit your individual needs
- On-site instruction about various products and systems
- Training about products and specific briefings
- Offering of ABB University courses

Commissioning

- Control technology commissioning in new installations and in expansions or upgrades
- Commissioning of protection and control devices as well as fault recorders in new and existing installations
- Commissioning support and advice



Fast and reliable services

Remote monitoring

- Remote diagnosis and support through direct connection to the station control level
- Periodic remote access control and analysis

Expansions, upgrades and retrofitting

Whether you want to expand your installation, are planning to upgrade the station control technology or are thinking of complete retrofitting, we are your contact in all matters.

ABB Switzerland – Customer Contact Center

Phone +41 (0) 844 845 845 (24 hrs/365 days).

If you need efficient, reliable troubleshooting and/or product information from ABB Switzerland, the Contact Center is your first contact point. Calls are answered in German, English or French and immediately forwarded to the pertinent ABB unit. If there is a service agreement, a stand-by technician is quickly summoned. If you prefer, you can e-mail us at: contact.center@ch.abb.com

ABB Schweiz AG

Energy Technology Systems

Station Automation & Protection

Service

Bruggerstrasse 72

5400 Baden, Switzerland

Phone: +41 (0)58 585 85 81

E-Mail: service.sas@ch.abb.com

www.abb.com/substation-automation

