

Power and productivity
for a better world™



ABB North America Customer Service Center

1 800 HELP 365

(1 800 4357 365) Outside US/Canada: +1 440 585 7804

Telephone menu options:

- | | | |
|---|------------------------------------|--|
| 1 Robotics | 4 Drives, Motors | 8 Substation Automation |
| 2 Process Control, Network Management Systems | 5 Quality Control Systems (QCS) | 9 Power Generation and Water Utilities |
| 3 Instrumentation, Process Analytics | 6 Low Voltage Products and Systems | 0 General Help |
| | 7 Power Products | |



Service emails

Contact Center: Contact.Center@us.abb.com
Tech Support: AutomationSupportLine@us.abb.com
Service Sales: NAService_info@us.abb.com
Parts and Repair: PartServices@us.abb.com
ABB University: ABBUniversity@us.abb.com
Field Service: USserviceRequest@us.abb.com

Service websites

General Services: www.abb.us/service
Product Support: <http://SolutionsBank.abb.com>
Parts and Repair: <http://online.abb.com>
ABB University: www.abb.us/abbuniversity

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Telephone menu options:

1 Robotics

Paint, Powertrain, Body-in-White, Flexpicker, Press Automation, Weld.

- 1 Technical Support or Field Service
- 2 Parts
- 4 Training
- 5 General Inquiries

**2 Process Control and
Network Management Systems**

Process Control Systems: System 800xA, Advant Master/MOD 300, Symphony Harmony/INFI 90, Symphony DCI/System Six.

Network Management Systems: EMS/SCADA, DMS, BMS.

- 1 Field Service
- 2 Parts
- 3 Technical Support
- 4 Training

**3 Instrumentation and
Process Analytics**

- 1 Field Service
- 2 Parts
- 3 Technical Support
- 4 Training

4 Drives, Motors

Field Service, Parts, Tech Support, Training.

5 Quality Control Systems (QCS)

Quality Control Systems: Advant/Master, Accuray, 1180, 1190, ULMA, Measurex.

- 1 Field Service
- 2 Parts
- 3 Technical Support
- 4 Training

**6 Low Voltage Products
and Systems (≤480V)**

Circuit & Motor protection, Electronic Controls, PLCs, Panel Switches, Capacitors, Relays, Soft Starters.

Brands Include: Entelec, SACE.

7 Power Products >(600V–800kV)

Medium and High Voltage Products: Transformers, Relays, Switchgear, Breakers, Capacitors, Switches.

Brands Include: ASEA, Westinghouse, BBC, ITE, BerMac.

8 Substation Automation

PCM, Combiflex, IED, Protection Relays, Microscada, RTU Controls.

**9 Power Generation and
Water Utilities**

Field Service, Parts, Tech Support, Training.

0 General Help

- 1 SupportLine
- 2 Subscriptions
- 3 New Products
- 4 Account Support
- 0 Speak to Representative

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