

FAQ

How does this program work?

- **Get Started:** Download the ABB Star Reward app (iOS or Android) and complete your registration in minutes.
- **Earn Points:** Submit your ABB product purchase receipts through the app. Your distributor and our appointed agency will verify and approve each receipt.
- **Redeem Rewards:** Collect points and exchange them for attractive rewards - gadgets, appliances, and more - whenever you have enough points.

Who can participate in this program?

We welcome all retailers based in the Philippines! To participate, you just need to purchase eligible ABB products from our network of authorized distributors enrolled in this program.

Which distributors are part of this program?

Our program includes a diverse network of official ABB distributors. The list continues to grow as more partners join. Here are our current participating distributors:

1. Distribution Control Products, Inc. (DCPI)
2. Fepcor Electrical Corporation
3. Firefly Electric and Lighting Corporation
4. Poweredge Solutions Phils., Inc.
5. United Electrical Specialist, Inc.
6. Yu Eng Kao Electrical Supply & Hardware, Inc
7. KC Electrical Innovation, Inc.



As owner of the company, can I register multiple users/mobile numbers of my staff members?

Absolutely! As the company owner (primary user), you can register multiple secondary users from your company. Just remember: one account = one device/mobile number

Important: Always remove staff member access immediately if they leave your company.

There are 2 (two) types of access in this program:

- **Owner (primary):** Get one primary account with complete control—approve staff, redeem rewards, and manage store details.
- **Staff Member (secondary):** Unlimited staff accounts available. You can submit receipts and earn points but need owner approval to redeem rewards.

As a staff member, can I register first?

No, the company owner must complete the initial registration. Once the owner has registered and set up the account, they will have the ability to add staff members to the app. This ensures proper account administration and company verification.

What rewards are available?

From premium gadgets to everyday household essentials - we've curated a diverse selection of rewards just for you. The full catalog with point requirements is available in the ABB Star Reward Philippines app, updated regularly.

How many points do I earn per purchase?

Every Peso 500 you spend = 1 point! The more you buy in a single transaction, the more points you accumulate. For instance, a Peso 2,000 purchase nets you 4 points. You can upload multiple photos of multiple pages from the same invoice number and distributor in one submission.

**What is the time limit for uploading receipts?**

You have 45 calendar days from the purchase date to upload your invoice to the app. Invoices older than 45 days cannot be processed. Additionally, invoices cannot be dated before April 22, 2026 (the official launch date of ABB Star Reward in the Philippines).

What are the qualifications of the invoice?

The invoice must clearly state the distributor's name, invoice number, date of purchase, ABB products, material code/SKU, unit selling price, quantity, total purchase amount in Philippine Peso (PHP), and the retailer's name. It must not include purchases of non-ABB brand products or ABB products that are not part of this program.

When should I redeem my points?

Redeem your points anytime during the year but remember - all accumulated points expire on December 31. Make sure to exchange for rewards before year-end.

Which ABB products are included in this program?

Thousands of ABB products qualify, including DIN-rail solutions (MCB, RCB, energy meters), contactors, capacitors, switch disconnectors, MCCB, and ACB. View the full product catalog in the ABB Star Reward app.

How do I exchange points for rewards?

You can exchange points for rewards through the "ABB Star Reward" application or with the help of "Owner Access". You are free to choose the rewards you want according to the number of points you have. The reward delivery process takes approximately 7-14 days.

Can I earn points from different distributors?

Yes! You can earn points from any official ABB Electrification Smart Buildings and Smart Power distributor that participates in this program. However, there's an important rule: invoices from different distributors cannot be mixed in a single upload. Each batch of invoices must be from the same distributor.



Is there a maximum limit for reward redemptions?

No. You can redeem your accumulated points for rewards anytime and as frequently as you wish, with no maximum limits - as long as your account has sufficient point.

Who should I contact if I have questions?

Contact ABB's customer service team directly! Message them on WhatsApp at +62 8111 008 852, available 09:00 – 18:00 PHT. They're here to answer all your program questions.