

# 10 good reasons

## Why you should choose ABB Services for your UPS



ABB services are designed to provide life long operation of all our UPS systems. We have a range of service offerings to meet your requirements. We are at home in all areas of industry and business life, specialized in solutions and services for your electrical infrastructure.

### Our Service Portfolio

ABB's UPS Services offerings range far beyond standard product support: from on-site services for risk-reducing installation and startup, to availability services to help you proactively reduce downtime and meet your service-level commitments. From installation to product retirement, warranty upgrades to remote monitoring, proactive care to 24/7 problem resolution, you can rely on ABB's field service organization for all your electrical infrastructure support needs.

#### 1 Coverage

With presence in 90 countries ABB has one of the most capable service organizations in the world, providing a reliable and rapid response time around the clock.

#### 2 Knowledge

We provide our technicians with up to date training periodically, it is mandatory that our technicians complete annual knowledge assessment, our people are up to date with product knowledge and our service organization is tuned for excellence.

#### 3 Complexity

Picture this: an average UPS manufacturer has 5 product lines; each of them has 5 power sizes; each with a minimum of 5 printed circuit boards inside. Multiply that for 5 major brands and you get the scale of complexity a multi-vendor service supplier has to face.

#### 4 Digital age

There was a time when a good technician was someone with a good ear and a screwdriver. That was enough to spot the issue. Times have changed, for example our SG series has 525 parameters which allow us to tune the UPS to meet the exacting requirements of the site and critical load. The ear doesn't help.

#### 5 Fresh spares

ABB not only provides certified spares and consumables, but ensures that they are at the latest revision level, keeping your installation bug free. Our local offices have stock and we provide service level agreements where spare parts may be included. troubleshooting and maintenance productivity.

#### 6 Remote monitoring

Our remote monitoring solution iUPSGuard provides a 24/7 connection with our monitoring centre and any alarm or event that is received from the unit has the immediate attention of a specialist.

## 7 “Repetita iuvant”

Latin for Repeating things helps. What is the probability that a multi-vendor service provider will work on the same model and brand of your UPS as a daily occurrence? Would you choose a surgeon who operates daily or one who sees the same operation once per year?

## 8 Lifecycle care

Average operation time of a UPS is 10 years. During those 10 years technology improves, we find better ways to deliver critical power. Service agreements with ABB include all the revision changes and firmware upgrades we develop, ensuring that your site has the most updated and reliable ABB UPS.

## 9 What about batteries?

The initial battery design selected when the UPS was new may now not meet the needs of today’s load requirements; we offer consultancy and free survey to help identify the best most cost effective solution for the demands of the system. ABB and its partners comply with the specific country regulation on waste disposal and ensure a flawless execution taking care of all steps in the replacement project, no hassle for the customer. A battery replacement is a project which involves certified manufacturers, certified battery models, specialized service teams, clear and compliant disposal procedures.

During replacement our certified engineers will insure that the load will not be affected and that the UPS has the right firmware revision, ensuring that the calibration of the system is checked and adjusted to maximize UPS performance on the critical load.

## 10 Last: safety first

Working with UPS means working with energized parts; ABB engineers are properly trained and know how to mitigate the risks. This is training, experience plus ABB commitment to Environment, Health & Safety.

- Repair services
- Product replacement / return
- Equipment rentals
- Battery replacement

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### On-site & emergency services

- 24/7 Emergency hotline
- Installation
- Commissioning, start-up
- Repair, upgrade, retrofit
- Assessment, inspection, testing
- Online assistance
- Battery measurement / monitoring

### Parts and repairs

- Spare parts supply
- Repair services
- Product replacement / return
- Equipment rentals
- Battery replacement

### Contractual services

- Maintenance service contracts
- Remote Monitoring & Diagnostics
- Preventive, planned maintenance
- Resident technical services
- Upgrade management
- Project & site management
- Consultancy and audits

### Training

- Training for operators
- Training for maintenance staff
- Product training
- Trainer-to-student as well as web based training

Contact us:

For more information, email us at [service-ups@abb.com](mailto:service-ups@abb.com) and visit us on the web at [new.abb.com/contact-centers](http://new.abb.com/contact-centers)