



#### Service e-mail addresses

##### Helpdesk

[ABB.HelpDesk@us.abb.com](mailto:ABB.HelpDesk@us.abb.com)

##### Training

[ABBuniversity@us.abb.com](mailto:ABBuniversity@us.abb.com)

##### Tech Support

[AutomationSupportLine@us.abb.com](mailto:AutomationSupportLine@us.abb.com)

##### Service Information:

[NAService\\_info@us.abb.com](mailto:NAService_info@us.abb.com)

#### Service websites

##### General Services

[www.abb.us/service](http://www.abb.us/service)

##### Parts & Repair

[www.Online.abb.com](http://www.Online.abb.com)

##### ABB University

[www.abb.us/abbuniversity](http://www.abb.us/abbuniversity)

##### On-line Product Support

<http://SolutionsBank.abb.com>

ABB North America Customer Service Center

# 1 800 HELP 365

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

#### Call tree selections

1 Robotics

2 Process Control, Network Mgmt Systems

3 Instrumentation, Process Analytics

4 Drives, Motors

5 Quality Control Systems (QCS)

6 Low Voltage Products and Systems

7 Power Products

8 Substation Automation

9 Power Generation and Water Utilities

0 ABB Helpdesk: General Assistance

Power and productivity  
for a better world™





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## Call tree selections

### 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:** Industrial IT System 800xA, Advant/MOD 300, Symphony Harmony/INF190, Symphony DCI/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 ( $\leq 480V$ )

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

**Brands Include:** SSAC, 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 ABB Helpdesk: General Assistance

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

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