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
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 Help Desk: General Assistance

Service e-mails
Field Service:
USServiceRequest@us.abb.com
Parts and Repair:
PartServices@us.abb.com
Technical Support:
AutomationSupportLine@us.abb.com
ABB University:
ABBUniversity@us.abb.com
Help Desk:
ABB.HelpDesk@us.abb.com

Service websites
General Services:
www.abb.us/service
Parts and Repair:
http://online.abb.com
On-line Product Support:
http://SolutionsBank.abb.com
ABB University:
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Telephone menu options:

1 Robotics

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

2 Process Control and Network Management Systems

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: SSAC, Entrelec, 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 Help Desk: General Assistance

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

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