



#### Service e-mails

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##### 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

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##### General Services:

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

##### Parts and Repair:

<http://online.abb.com>

##### On-line Product Support:

<http://SolutionsBank.abb.com>

##### ABB University:

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

ABB North America Customer Service Center

# 1 800 HELP 365

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

#### Telephone menu options:

- |  |   |   |
|--|---|---|
| <b>1</b> Robotics                              | <b>5</b> Quality Control Systems (QCS)    | <b>8</b> Substation Automation                |
| <b>2</b> Process Control, Network Mgmt Systems | <b>6</b> Low Voltage Products and Systems | <b>9</b> Power Generation and Water Utilities |
| <b>3</b> Instrumentation, Process Analytics    | <b>7</b> Power Products                   | <b>0</b> ABB Help Desk: General Assistance    |
| <b>4</b> Drives, Motors                        |   |   |

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

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/INFI 90, 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 Help Desk: General Assistance

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

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**Parts and Repair:** [PartServices@us.abb.com](mailto:PartServices@us.abb.com)

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

**ABB University:** [ABBUniversity@us.abb.com](mailto:ABBUniversity@us.abb.com)

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

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