
Field service and spares management centre

Aberdeen is the location of our Scottish HQ and the UK service centre for field service and spare parts dedicated to the Marine, Oil and Gas, Pulp and Paper, Metals, Power Generation, Drives and Instrumentation business units.

From this centre, our Field Service Management (FSM) team are responsible for all field service enquiries and assigning and dispatching the appropriate resources to your site when you need them.

A service contract is the most efficient way to manage the life cycle performance of your assets. It helps us manage our resource capacity to enable guaranteed response times and technical support on demand. We have dedicated contract management personnel in our centre to support these requirements.

Our spares organisation works in collaboration with the FSM team to deliver the required parts on site to conduct the necessary repairs. It also provides a spare parts service directly to our customers which includes a warranty and repairs service as well as inventory management in parts and service inclusive contracts.



Contact us

For further information please contact us:

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ABB LIMITED

Field service and spares management centre



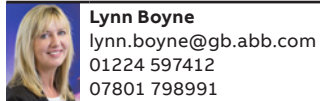
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Field service and spares management centre

Tel: 0333 005 7001

Operations support

Operations support manager



Field Service Management (FSM)

Service

abb.service@gb.abb.com

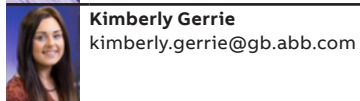
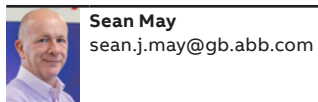
Drives Warranty

gb-driveswarranty@abb.com

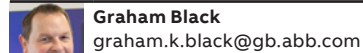
FSM Team Lead



Paper, Metals, Power Generation and Control Technology



Marine and Drives



Measurement and Analytics



Contract Management



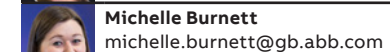
Spare Parts

General Email
automation.spares@gb.abb.com

Spares Team Lead



Spares Team



Order Progress

