



Medium Voltage Products
Customer Service Plan - a complete
range of lifetime support services for all
our products.

Power and productivity
for a better world™



Medium Voltage Products

Customer Service Plan

The “Customer Service Plan” is a package of services for after sales product support tailored to suit individual needs. These services range from basic product support to the full life cycle management of an installation, whereby customers may select a mix of services appropriate to their specific needs. All the support services offered are applicable to both ABB and Reyrolle switchgear products, which are grouped into five main categories as follows:

Installation Services

Installation:

Full installation services for our range of MV switchgear products include:

- Decommissioning and removal of old switchgear.
- Site supervision.
- Installation and erection of new equipment.
- Functional testing and site handover.

Commissioning:

Certified technicians perform commissioning of switchgear, protection and control systems as part of our equipment supply, which includes:

- Cold commissioning to verify protection and control operation.
- Hot commissioning and energisation of the equipment.
- Supervision during plant start up.

Support Services

Training

To promote safety, ABB offers a range of training courses, which typically cover:

- Safety procedures and correct product operation.
- Routine product maintenance.
- Basic fault finding.

Training courses are normally provided by our local ABB service office, and if required, training can be provided on site by arrangement.

Service Exchange Units

In certain situations, following the failure of electrical distribution equipment, it is necessary to restore the power as soon as possible.

Service exchange units can be provided to enable the quick restoration of power, while allowing the failed equipment to be repaired or replaced within an acceptable time frame.

Telephone and Website Support

For technical support or assistance, please contact our service call centre number (0861 488 488), or requests can be submitted directly via our web enquiries portal at:

<http://abbppmv-za.custhelp.com>

For more information please go to our website at:

<http://www.abb.com/za>

Corrective Services

Spare Parts

ABB maintains a comprehensive stock of spare parts for current and phased out products.

Spares are stocked throughout our global network of service units, which includes individual spares to complete assemblies.

Spares may be purchased in the following ways:

- From our spares stocks, as and when required.
- ABB keeps a range of spare breakers for purchase, rental or inclusion in a service contract.
- Spare parts included in a service contract are provided on the following basis.
 - Stocking of selected spares at either our local service workshop or customer's site.
 - Payment for spares only when used.
 - Spare part warranty from date of use.
 - Monthly storage fee for the stocking of spares.

Corrective Services

Certified service technicians are available to repair equipment on site to reinstate the power supply with a minimum of downtime.

ABB Maxicall: 0861 488 488 (24-hour Technical Support)

This service may also be included in a service contract specifically structured to meet individual customer needs.

Workshop and Site Repairs

Our service branches in main centres around the country have fully equipped workshops to repair or refurbish current or phased out ABB and Reyrolle MV switchgear products.

The Service workshops will provide a detailed report on the condition of equipment needing repair, and make recommendations on parts replacement and restoration to the original specifications.

Site repairs may be performed on a call out basis.

Preventive Services

Preventive Maintenance

Preventive maintenance is the key to ensuring the reliability of installed switchgear. Accordingly, ABB offers a range of preventive maintenance services for our MV products.

Planned maintenance services are offered on either a call out basis, or as part of a maintenance contract.

Condition Monitoring

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Planned maintenance services are offered on either a call out basis, or as part of a maintenance contract.

Value Added Services

Site Audits

As a world leader in the field of MV switchgear with many years of experience in different applications, ABB is able to conduct audits on the functional performance of existing equipment.

A typical audit would include:

- Documenting substation equipment.
- Assessment on the condition of the equipment.
- Recommendations

Consulting

ABB provides a range of consulting services on MV switchgear, which include:

- Recommendations on product application, upgrades or replacement.
- Fault finding and diagnostics.
- Switchgear decommissioning and disposal.
- Training.
- Safety.

Life Extension and Upgrades

Due to the demand for continuous improvements in the assets management of plants, ABB provides life extension solutions for MV switchgear.

Options available include:

- Complete overhaul and refurbishment of switchgear to original specification with warranty.
- Equipment upgrades through the retrofitting of switching devices, protection and control.
- Protection and control upgrades for higher levels in the protection and control systems.
- Product upgrades to improve safety, such as the installation of arc detection devices and systems.

In addition, ABB has a comprehensive range of solutions to retrofit other makes of MV switchgear.

Extended Warranty

Customers may require an extended warranty for their MV switchgear. This option may be purchased with new equipment, or taken up at any point during the original product warranty term.

Services Offered	Contractual Service Options	•
Installation Services	– Installation	•
	– Commissioning	•
Support Services	– Training	•
	– Service Exchange Units	•
Corrective Services	– Spare Parts	•
	– Emergency call out	•
	– Workshop and Site Repairs	•
Preventive Services	– Preventive Maintenance	•
	– Condition Monitoring	•
Value Added Services	– Site Audits	
	– Consulting	
	– Life Extension & Upgrades	
	– Extended warranty	

Contact us

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