

# Power Conversion Services

Your Power Partner for the Life of Your 5G and Wireless Networks



At ABB, we believe power is the ultimate enabler. The energy to drive your 5G and wireless networks starts with power systems that build value and new efficiencies right from the start – and all along the way. Now more than ever, we’re reliant on fast, widespread, reliable wireless networks for our everyday lives – both in business and at home. And ensuring those networks remain powered and up-and-running is critical.

Our team offers a comprehensive set of services to help ensure peak power efficiency and performance across the life cycle of your 5G and wireless networks – while also delivering operational excellence with new levels of both operating expenses (OpEx) and return on investment (ROI).

In the early stages of planning your network power needs, our Services team provides:



## Consulting Engineering

Partnering from the Beginning

- On-site engineering evaluations and recommendations on new or expanding wireless networks, including detailed grounding audits.
- Site audits performed by experienced field service engineers that provide a comprehensive list of inventory and power capacity.
- Engineered OEM solutions to upgrade and retrofit existing outdoor cabinets, while also maintaining the ROI of legacy equipment and helping to meet the increased power demands for 5G.
- A complete road map from system design, installation, and test and turn-up to ongoing rapid on-site technical support.



## Project Management, Installation, and Commissioning

On the Job, “Right” from the Start

- Dedicated project management team to coordinate multi-vendor collaboration for regional and national deployment plans.
- All compliance and regulatory permits.
- Design and construction of power distribution structures.
- Factory/OEM-trained installers providing turnkey capability, including cabling and racking.
- Single-cell and full-string battery replacements that also include a certified disposal of used batteries.
- Ability to install fiber and radio equipment that includes fiber duct systems and equipment racks and cabinets.
- Projects led with ABB on-site supervision.





## Technical Support - Expediting Action

Whether you're looking for a rapid repair, have a technical question, or need to obtain OEM product support, our technical support team is a single call away. Our team of experts is here to help you with your needs 24/7, 365 days a year.

### Life Cycle Services Support Includes:



#### Repairs, Returns, and Advance Unit Replacements

Delivering What You Need, When You Need It

- 24/7, 365 days/year technical support.
- Single point of contact.
- Comprehensive care agreements.
- Records of all service calls and actions.
- On-site repairs performed by a national network of OEM-trained service technicians.
- Factory repair centers using OEM spare parts.
- Spare parts and advanced unit replacement programs.



#### Preventative Maintenance

Maximizing Performance and Investment

- Scheduled site inspections including a review of system and alarm histories.
- Firmware upgrades per OEM-recommendations
- Inspection and preventative maintenance on critical components.
- System evaluation per OEM standards.
- Advanced diagnostics and processes.
- On-site consulting regarding equipment exchanges and upgrades.



#### Training

Sharing Best Practices

- Classes held online, on-site, or at ABB's Plano, Texas and Hunt Valley, Maryland facilities.
- Comprehensive library of training videos available for individual or in-house training.
- Ongoing updates and best practices shared for operating and maintaining your power systems consistent with OEM requirements.



#### Flexible Service Agreements

The Right Plan for Your Specific Needs

- Service Level Agreements (SLA) designed to meet your needs during and post-warranty
- Assigned account service manager to schedule preventative-maintenance site visits.
- Rapid response times available (per SLA) in the event your critical power equipment fails.
- Coverage you can count on with flexible agreements that can include parts and labor.

Call us any time, **24/7, 365 for support** on your ABB power systems at **877.546.3243**. For questions or additional support, please email us at **techsupport@elpc.abb.com**