

# Power Conversion Services

Your End-to-End Power Partner for Utility and Industrial Systems

At ABB, we believe power is the ultimate enabler. From large-scale utility operations and backup power to specialized industrial applications including advanced manufacturing, robotics, and electric vehicle charging (to name a few), power is at the center, enabling the innovations that will propel the next industrial revolution as well as the smart cities and societies of the future. Enabling these innovations requires reliable, efficient, and quality power systems that build value right from the start – and all along the way.

Our team offers a comprehensive set of services to help ensure peak power efficiency and performance across the life cycle of your utility and industrial applications – 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 industrial power needs, our Services team provides:



## Consulting Engineering

Partnering from the Beginning

- Proven expertise in consulting, designing and developing engineered solutions, and installing industrial power equipment.
- On-site engineering evaluations and recommendations for new or expanding industrial and utility applications and facilities.
- Plans for upgrading and retrofitting industrial power systems and battery chargers, while maintaining the ROI of legacy equipment.
- A complete road map from system design, installation, and commissioning to ongoing rapid on-site technical support and life cycle services.



## Project Management, Installation, and Commissioning

On the Job, “Right” from the Start

- Site inspections with final system specifications and drawings.
- Factory acceptance testing.
- All compliance and regulatory permits.
- Installation of all ABB-engineered industrial power systems and battery chargers, as well as their associated battery plants.
- Comprehensive OEM system test and turn-up prior to commissioning.
- Final commissioning of the system under full, critical load conditions.





## 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.
- 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.
- Single cell and full string battery replacements.
- Certified disposal of used batteries.



#### Preventative Maintenance

Maximizing Performance and Investment

- Preventive maintenance program that aligns with IEEE and NERC standards.
- Comprehensive battery maintenance and replacement program.
- 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 (TX) and Hunt Valley (MD) 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**