

Call Center



Today's paper mills run the production machines at top efficiency. When any disturbances occur, corrective measures must be done immediately. ABB Call Center supports drive system customers around the clock anywhere in the world. Technical support is available for urgent needs 24 hours/365 days. Call Center Service is a part of services provided by the pulp and paper drives network, a group of drive system specialists with deep know how and experience in drive systems.

Today's paper machines run at top efficiency, with high speed. If disturbances occur, corrective measures must be implemented immediately.

In order to serve our pulp and paper drive systems customers better, we have established the Pulp and Paper Drives Call Center, a special service operating within ABB's Call Center services. With this service we guarantee a professional response by drives specialists whenever it is needed, around the clock.



In addition to the Pulp and Paper Drives Call Center, ABB provides its customers with a variety of other services to help them remain in productive operation:

- on-site support from the local engineer
- technical support from the local ABB office
- product support via the ABB Call Center

These services are offered free to our customers and some are charged.

A service contract is a value-added tool that we highly recommend.

Local Call Center Services

ABB has around 300 paper machine drive system experts in all major countries around the world. These people have in-depth experience in sales, engineering, project management, and design, and together form a drives network that is ready to serve you. And these people speak your language.

No matter what the problem is, whether it concerns pulp dryers, paper machines, re-reelers, coaters, winders or calenders, you can call whenever assistance is needed - around the clock, 24 hours a day. Time is money.

Our Pulp and Paper Drives specialists understand your problem. We have commissioning engineers, application engineers, design engineers etc., with several years of experience in different types of projects, in engineering and in papermaking. You get the best support possible for your urgent situations.

ABB has an extensive certification program to ensure the performance of our people and processes, and the execution of quality.

Technical Support

In addition to the 24h/365 d support service, telephone and e-mail support, other technical support for drive systems is available through the local service:

- response to technical requests
- consultation
- field service, commissioning
- software update support
- drives warranty support
- technical analyses, repair services, calibration
- service contracts.

For asset optimization, a number of services are also available for several process areas, such as paper machine automation and drives. In addition to problem solving, these services are targeted for availability, efficiency and quality optimization.

The local service personnel deal with numerous different products and processes, and have extensive knowledge and quick access to the documentation of each device installed at the customer's mill site.

Best practices are strictly followed in ABB's global processes, and information exchange within ABB is intense. This means that our customers not only get quick service, but high quality service as well.

Some tasks may be rare and complex, so in order to support local field service the whole ABB global network is harnessed to serve the customer through the Call Center services.

Call Center Services

ABB service engineers and specialists located around the world are ready to provide on-call service response to resolve problems related to hardware and software.

This service is initiated by contacting the local ABB Call Center and is available 24 hours a day, 365 days per year. The contact can be via telephone, e-mail or fax.

According to the service coverage chosen by the customer, specialists will then be dispatched to solve the problems. The service engineer

assigned will perform diagnostic and corrective actions to quickly correct malfunctions in order to restore the system to its proper operation. He will utilize all the ABB support resources needed to correct the problem with utmost speed and efficiency.

ABB has recently invested extensively in on-line services. The ABB Solutions Bank represents the latest innovations in ways to serve our customers. It enables ABB specialists to quickly identify and resolve issues using knowledge gained from previous ABB experience.

Always Contact your local account manager first!!

24*365 Support

SupportLine process levels:

1 Service Engineer

2 Local ABB

3 ABB Call Center

ABB Call Center				
Supported Products	Current AC Drives *** ACS 100, ACS 160, ACS 180, ACS 200, ACS 300, ACS 400, ACS 500 Product Family, ISU, TSU, DSU, AC 80	Medium Voltage AC Drives *** Sani Megastar, Cyclo Converter, ACS 1000, ACS 9000 Drives	Classic AC Drives *** Sani Star, ACV 700 AC Drives, ACS 900	Electrical Machines *** Induction & synchronous machines, Motors & generators
	Pulp & Paper Drives *** Paper Machine Drives, PM Concept 300, PFB 200	Other ABB Products and Systems		Emergency Spare Part Service *** Spare parts for AC Drives, SELE MV AC Drives LV-rectifiers ABB Control products
Service time	24h	24h	24h	24h
Charge	The service is free *** The service is to be charged	The service is free ***	The service is to be charged ***	The service is to be charged *** The service is to be charged



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