

ABB Power Care – 4. Self-Maintenance Services

4.2 On-line support for self-maintenance

ABB Low Voltage Service offers ABB Power Care customers a dedicated chat or video conferencing platform with technical experts, for on-line support for the customer's self-maintenance.

On-line Support for Self-maintenance is an advanced remote support service which allows the customers to access ABB engineers during the pre-agreed times. This is accomplished through the on-line chat platform on the ABB Power Care portal, or through video-conference which provides customers with an alternative in visualizing technical ideas and concepts. Web-based online troubleshooting tools for common queries will also be made available to customers.



In this option of the ABB Power Care agreement, customers are able to use the above channels, available on country basis, to contact ABB on technical and contractual queries related to the equipment covered in the scope.

For further information contact:
www.abb.com/low-voltage/service

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