

ABB low voltage products Breaker warranty and evaluation service

Thank you for your valued business with ABB Low Voltage Service. We strive to provide quality service in a timely manner for your breaker needs. The following information will help answer questions on how to troubleshoot, request repair and obtain breaker service in different scenarios.

ABB Low Voltage Tech Support

Tech Support provides telephone troubleshooting guidance and assists in determining if the breaker is under warranty. Contact us at **1-888-385-1221** and choose **option 1**. Tech Support is available Monday - Friday from 8:00am - 5:00pm CST.

Warranty:

Factory Service Center evaluation/repair

- 1 Contact your local ABB representative or ABB Low Voltage Tech Support to assist in troubleshooting and warranty confirmation
- 2 Contact your local ABB rep to open a Positive Action Request Required (PARR) with ABB Customer Service
- 3 RMA will be emailed for breaker return within 24 hours
- 4 Breaker is returned to Byhalia Distribution Center for evaluation and repair

On-site evaluation/repair

- 1 Contact your local ABB representative or ABB Low Voltage Tech Support to assist in troubleshooting and warranty confirmation
- 2 Open a PARR with ABB Customer Service and request quotation for on-site warranty service from your local ABB rep
- 3 Send P.O. for On-Site breaker evaluation to LVPRep1@us.abb.com
- 4 ABB repair service will arrange for site visit with contact

provided

- 5 Breaker evaluation, general maintenance and replacement of typical service parts on site
- 6 Major repairs and/or non-common issues will be identified. Quotation to complete repair on-site or at Factory Service Center will be provided
- 7 *All parts under warranty will be replaced free of charge. On-site labor rates billed per quotation

Non-Warranty:

Factory Service Center evaluation/repair (D000000EV-L000XX)

- 1 Contact your local ABB representative for a quotation
- 2 Send P.O. for breaker evaluation to LVPRep1@us.abb.com
- 3 RMA will be emailed for breaker return within 24 hours
- 4 Breaker Service Center conducts evaluation and general maintenance
- 5 Quotation issued to authorize repair of any non-compliant parts identified

On-site evaluation/repair

- 1 Contact your local ABB representative for a quotation
- 2 Send P.O. for On-Site breaker evaluation to LVPRep1@us.abb.com
- 3 ABB repair service will arrange for site visit with contact provided
- 4 Breaker evaluation, general maintenance and replacement of typical service parts on site
- 5 Major repairs and/or non-common issues will be identified. Quotation to complete repair on-site or at Factory Service Center will be provided

For more information, visit us at:
www.abb.us/lowvoltage