

Life Cycle Services for distribution protection and control

Technical product support



Technical product support over the entire product life cycle

Did you know that ABB provides full support from start to finish?

ABB is dedicated to providing support through the entire product life cycle, from the pre-sales phase all the way to the engineering, commissioning and maintenance phases.

The ABB SupportLine service ensures that technical product support for all distribution protection and control products is available from the product experts close to the customers world wide and for a very wide range of product families.

Support over the product life cycle and beyond

ABB provides technical product support for products that are in active, restricted or legacy life cycle phases. The technical support for products in the legacy phase may diminish over time. Products in the obsolete phase may still be technically supported.

Supported product series

Technical product support is available for the following Distribution Automation product series, provided by the specialists from the responsible product center.

- Relion® 630 series
- Relion® 615 series
- Relion® 610 series
- Relion® 605 series
- REF/RET/REM541/543/545 terminals
- REF542plus terminal
- REX521 relay
- REJ / REU 521/525/527 relays
- REA Arc protection system
- SPACOM relay family
- SACO annunciator units
- Communication devices (e.g. SPA-ZC)

ABB Distribution protection and control technical support also covers system integration questions related to:

- MicroSCADA Pro product family
- COM600 Station Automation

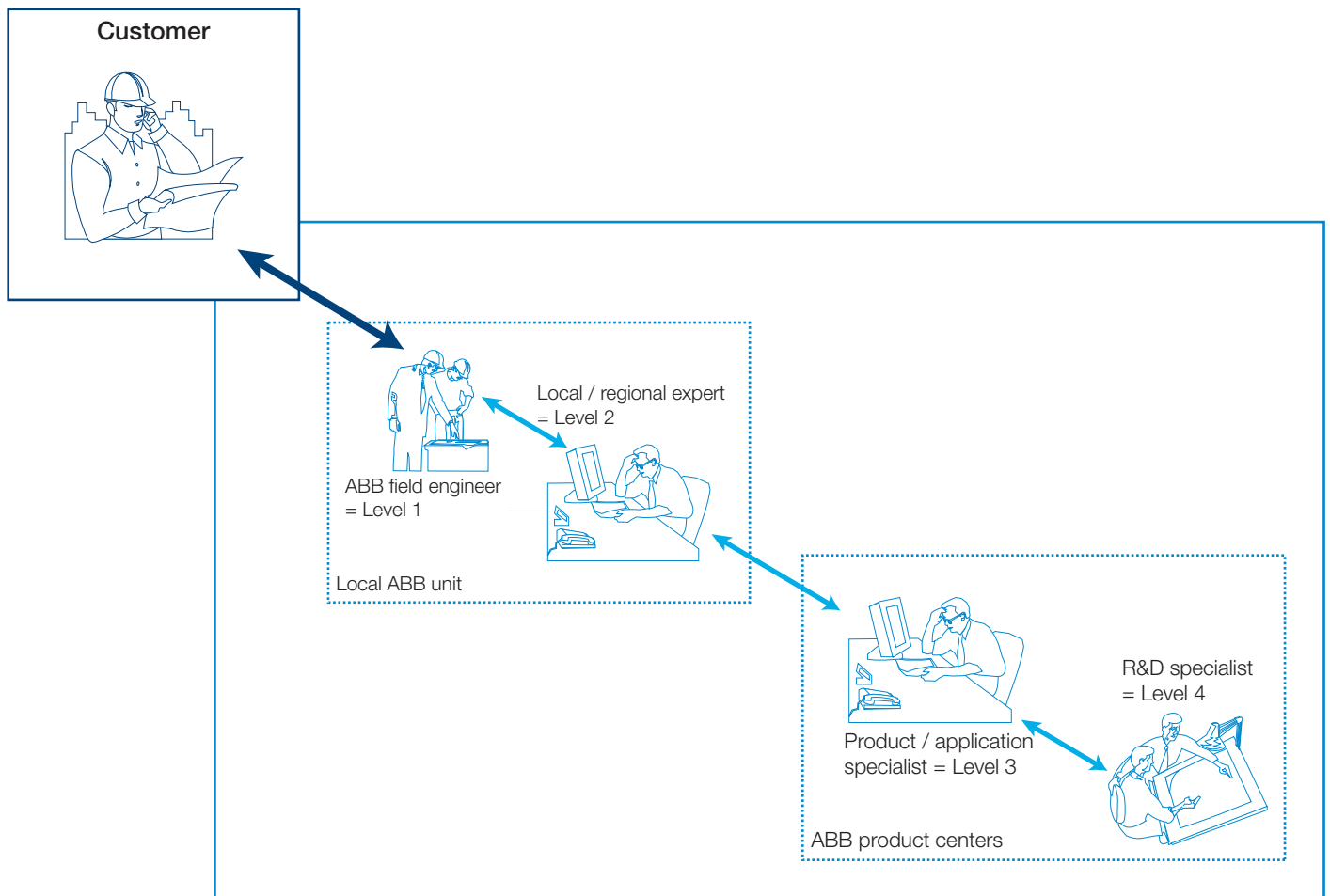


ABB Group SupportLine process

Technical support around the world

In every corner of the world the local ABB representatives, such as sales representatives and field engineers, are ready to answer to the customer's technical questions. Technical product and application support is also available through the ABB SupportLine, provided by the product experts, product managers and R&D engineers from the responsible ABB product centers.

Additional information

For more information please contact your local ABB representative or visit our website at www.abb.com/substationautomation.

ABB Oy, Distribution Automation

P.O. Box 699
 FI-65101 VAASA, Finland
 Phone: +358 10 22 11
 Fax: +358 10 22 41094

www.abb.com/substationautomation