

ABB's rapid response and superior products get Aristech back on line

XPS surge arresters provide emergency solution for customer in need

Every day, ABB produces and ships hundreds of thousands of products, ranging from tiny low-voltage switches and drives to huge transformers weighing over 1,000 tons.

The typical lead time for an ABB surge arrester is 2-4 weeks. However, when ABB customer Aristech Chemical Corporation called with an immediate need for 3 12kV XPS surge arresters due to a plant failure, ABB Sales Manager George Taylor and ABB Plant Supervisor Ed Behen ensured Aristech was back on line in less than nine hours.

With every hour the plant was down, Aristech was losing money. Immediate response and timely delivery was critical. Thanks to Ed Behen and his team of Jan Lexie, Shawn Baughman, Beth Peden and Linda Nagy, the ABB surge arresters were assembled, tested and packaged for shipment within 45 minutes. After a six hour drive from ABB in Mt Pleasant, Pennsylvania to Aristech in Haverhill, Ohio, the surge arresters arrived safely to the customer, same day as requested.

"ABB extended every effort to get Aristech get back on line within hours" says Taylor. "Aristech's increased confidence in ABB products and customer service will most likely lead to additional orders and stronger relationships with a valued customer."

ABB customers can rely on the safe, secure and economic supply of electricity. Our wide range of surge arresters provides innovative and cost-effective overvoltage protection for all climates and applications. ABB's product portfolio includes both silicone- and porcelain-housed arresters up to 800 kV and class 5 (IEC).

Aristech Chemical Corporation, in Haverhill, Ohio, is a manufacturer of chemicals and allied products with two principle product lines of polymers and basic/industrial chemicals.