

ABB Components' *Newsletter*

Information to ABB Components' customers

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New service centre inaugurated in Shanghai

The effort by ABB Components to build a worldwide service network for transformer component service is continuing. The 17th of September ABB Components inaugurated its 7th service centre at SMEPB, Shanghai Municipal Electrical Power Supply Bureau. SMEPB is one of the biggest power supply bureaus in China with an installed power of 11 000 MW.

SMEPB are now an authorized service agent for tap-changers of ABB Components AB. Beside the service capabilities, they will also have spare



part stock and training facilities for education. SMEPB do already have more than 60 UBB in their network as a result of investment in 1998. ■



After sales support and service centres

The after sales support department in Ludvika have the main responsibility for after sales all over the world. Beyond spare parts for all current models of tap-changers, the stock includes 1300 different spare parts for tap-changers no longer in production. In case of emergency, there is help available 24 hour a day. When it comes to service staff, we cooperate with our next-door neighbour, ABB Transformers.

The number of service centres over the world is increasing continuously. The criteria for being a service centre are having a training area, a spare parts stock and authorized service staff. We educate authorized service staff, both for the service centres and for other ABB companies, at our purpose-built training area. We also educate end-customers.

For a couple of years we have also had a mobile training centre in the shape of a container, filled with our products. For instance, the container has visited Great Britain, Spain, Poland, Malaysia, and has just finished a tour to Australia. We are now developing a second container to be able to meet up the demands of future road shows. ■



