

# Remote support for excitation control panels

Troubleshooting benefits from faster response and improved service quality



Using a proven and secure VPN connection – fully controlled by the customer – ABB service experts offer remote support for motor and generator excitation control panels. Should a fault occur, remote support reduces downtime while improving overall quality of service.

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01 ABB excitation control panel

### On-demand remote support for troubleshooting

When troubleshooting ABB excitation control panels for high-speed synchronous motors, generators and condensers, customers can engage with an ABB expert using a remote support service.

The ABB service expert can find and solve the cause of the failure without having to travel to site, saving time and money. Having direct access to more information during troubleshooting also improves support quality.

### Proven, safe and certified solution

The ABB service expert gains safe and secure access to the control panel via an industrial modem and a VPN tunnel.

An internet connection from the panel is established using mobile broadband or an Ethernet connection when activated. The hardware and software are successfully used across many applications and industries and are ISO27001 and STAR certified.

### Remote support contract

A remote support contract between ABB and the user specifies available remote support response hours and times and includes remote connection hardware, sim card, mobile data and a defined number of remote support hours.

### Benefits

- **Reduced downtime during control panel fault** due to faster response time and direct access to troubleshooting data
- **Reduced costs for repair** by lowering the time needed to find and solve faults
- **Better quality of support** through immediate access to more detailed information

For more information please visit:

[new.abb.com/motors-generators/service](http://new.abb.com/motors-generators/service)

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