



Service options

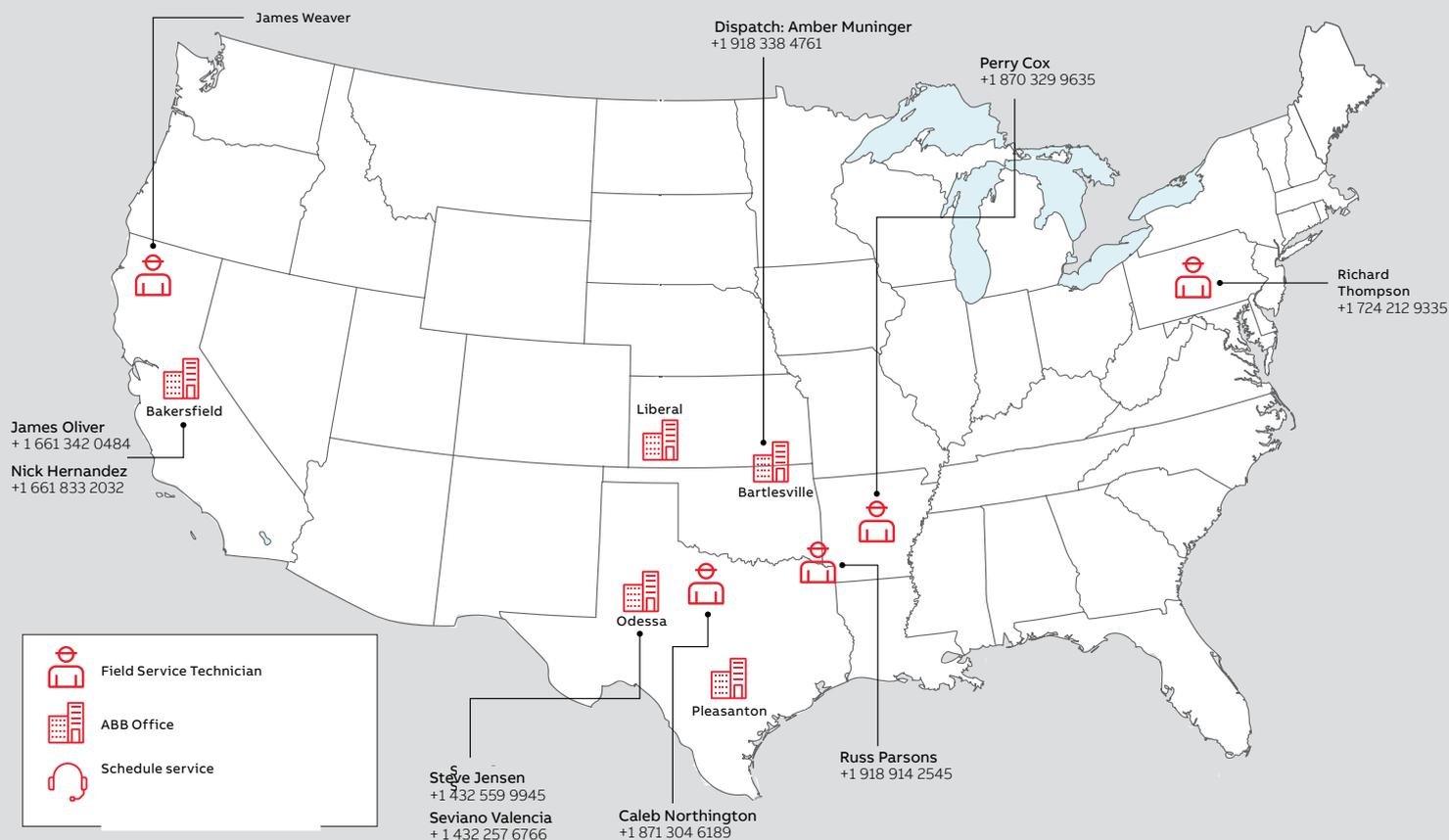
Maximizing equipment availability with service agreements, training, and support

From the field to the office and everywhere in between, we have you covered. At ABB, customer service is top priority. Our service technicians are here to provide you with field support and on-site training when you need it. In addition to our outstanding field support, we offer a variety of other options to assist you in getting the absolute most out of your equipment and production.



Scan the QR code for more information.
abb.com/upstream





Field support services

Our field support services are the best in the industry. With trained service technicians located in the areas above shown on the map, we have you covered. Day and evening rates, as well as contract support services are offered. If the problem is too involved to solve over the phone, request a technician!

Service Dispatch and Training coordinator contact

Amber Muninger +1 918 338 4761
amber.muninger@us.abb.com

Service rates

Service day rates

Gas: FCU, Calibration, LevelMaster	\$100/hr
Liquid: Coriolis, Mag, SpiritIT	\$147/ hr
Analytic: NGC, GC1000, LGR, NGC-Liquid	\$158/hr
Automation: Artificial Lift, Shutdown, PID, Auto Apps	\$168/hr
Software: DQL, WinCCU, WebCCU, TDS, TF.NET	\$179/ hr
Travel: Flat Rate for all service	\$100/ hr

Service offerings

Our service offerings are installation, commissioning, troubleshooting, ABB Totalflow flow computers, RTUs, level sensors, chromatographs and software.

PGO details

The Performance Guarantee Option is a quarterly program that is executed by our trained factory technicians and ensures proper installation, training, software, hardware upgrades and preventive maintenance of your analytical systems for a small fee.

Training services

In-depth, hands-on three day courses are offered at ABB offices. Tuition is \$1,550/student. Course title and codes:

- Flow Computer Measurement (Z900)
- XSeries Well Production (Z901)
- XSeries Automation (Z910)
- Gas Chromatography: NGC/PGC1000 (Z920)
- Host Communications: WinCCU (Z930)

Custom training

If you can't make it to us, we'll come to you! ABB offers training programs at the customer's site. Tuition is \$1,100/ student plus the instructors, travel, living and shipping costs.

Technical assistance center

For over a decade ABB has loyally supported the customer by providing phone support! In order to meet the demands of our more advanced users and the expanding market we also offer paid support for the NGC and PGC.

Spare parts

When you need spare parts, go direct to the ABB library. We make it easy to obtain the spare parts you need. Consult our catalog, or call the technical assistance center at 800-442-3097 for help determining the right parts to update or repair your system.
<http://tinyurl.com/TFLparts>

ABB Upstream Oil & Gas
7051 Industrial Boulevard
Bartlesville, Oklahoma 74006
totalflow.inquiry@us.abb.com
+1 800 442 3097

abb.com/upstream

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