

Article Overview

After-sales service for relay protection ensures reliable operation, maintenance, repair, and lifecycle support to maximize equipment performance and longevity.

Warranty and Spare Parts

Manufacturers guarantee the provision of required spare parts during the product warranty period and throughout the equipment's lifespan. Any defects in design, materials, or workmanship are repaired free of charge, including replacement of parts or product updates, ensuring uninterrupted operation and compliance with quality standards (Shenler) .

Installation and Commissioning Support

Experienced engineers and technicians assist with installation, commissioning, and on-site guidance according to customer schedules. Technical explanations and demonstrations are provided before commissioning, and full responsibility is assumed for any errors caused by service personnel, ensuring proper operation from the start (Shenler) .

Lifecycle Services

Providers like ABB offer comprehensive lifecycle services for protection and control relays, including training, customer support, preventive maintenance, and modernization. These services help maintain correct relay settings, extend switchgear lifetime, and improve protection of both equipment and networks. Software upgrades and functional modifications are available to adapt relays to new requirements even years after purchase (ABB) .

Repair and Emergency Services

Specialized repair services are available for various relay types, including protective, electromechanical, hybrid, thermal, and reed relays. Standard turnaround times are typically 8-10 business days, with rush services available in 1-3 business days. Free evaluations, emergency repairs, and component replacements are offered to ensure minimal downtime (AES) .

Technical Support and Customer Assistance

After-sales support includes technical guidance, troubleshooting, and application support. Customers can contact local sales representatives or online platforms for assistance with product selection, ordering, and

account management. This ensures that relays are correctly configured, maintained, and optimized for safe and efficient operation (ABB) .

Key Benefits

- o Ensures reliable and safe operation of protection relays
 - o Provides timely maintenance, repair, and spare parts
 - o Extends equipment lifespan through upgrades and modernization
 - o Offers technical training and support for personnel
 - o Minimizes downtime with emergency and rush services
- Overall, relay protection after-sales service is a critical component for maintaining system reliability, safety, and efficiency, providing customers with comprehensive support from installation to end-of-life management.

Your Relays-Online platform support Contact our Relays-Online platform support team for any questions you might have regarding

Product Family Protective Relay Maintenance and Testing In its 30-plus year lifespan, a protective relay may only need to operate for

This trend report provides a comprehensive analysis of relay protection in power electronics-dominated grids. Section 1 introduces

A fast and selective arc fault mitigation for air-insulated LV & MV switchgear and Relion protection and control relays and sensor

SEL software offers powerful tools for configuring protective relays, analyzing event reports, and visualizing

Relay Testing & Commissioning Services Relay Testing & Commissioning Services We do programming, testing and commissioning

Abstract--Confidence in microprocessor-based protective relays has steadily increased over the four decades since their invention.

Innovative & Sustainable Solution for Protection Relays Life Cycle Management Abstract: This paper explains an innovative

Testing and maintenance of protective relays always begin with a comprehensive visual and mechanical inspection. If

Our protection testing equipment ensures that protective relays and devices operate correctly,

SEL provides complete power system protection, control, monitoring, automation, and integration for utilities and industries

Explore top relay protection companies driving grid stability through smart relays, digital substations, AI-based fault

After sales encompasses all of a company's activities and services following the sale of a product.

After-sales service After-sales service is the support a company provides to customers after they've already bought its product. It

ERS provides turnkey solutions for maintaining and testing electromechanical, solid-state, and microprocessor-based relays, as well

Assets ABB offers full support for all protection and control relays throughout their entire life cycle. Our extensive life cycle services

Web: <https://bssoda.pl>

