

# Rockwell Automation Medium Voltage Technical Support



Service Bulletin

*Rockwell Automation Medium Voltage Support offers telephone technical support for installed Allen-Bradley Medium Voltage products.*

## How to Contact Us

The Medium Voltage Support Group is located in Cambridge, Ontario, Canada. We support the installed base of the Medium Voltage Starters and Medium Voltage Variable Frequency Drive products.

**Normal Office Hours** are 8:00 to 17:00 (5:00PM) Monday to Friday, Eastern Standard Time at 1-519-740-4790. Press Option 1 for Technical Support, Option 2 for Parts Assistance.

**After hours Emergency Technical Support** is available 7 days a week on a numeric pager at 1-519-654-5616. Please include area code and extensions in the message. For international calls, it is best to include 011 and the country code.

When contacting Medium Voltage Technical Support, it is beneficial to have the Bulletin/Catalog Number of the equipment, Serial Number of the unit and drawing number.

Information such as manuals and brochures for Medium Voltage Drives, can be sourced online at: <http://www.ab.com/support/abdrives/powerflex7000/index.html>. Web support of Medium Voltage Starters and SMCs is under construction.

## Required Information

Medium Voltage (1000 – 7200 V) Product Bulletin/Catalog Numbers for most units starts with 15XX, except for the PowerFlex 7000. For example the MV SMC-Flex Soft Starter Catalog number is 1562E.



Serial Numbers are located on a metal nameplate mounted on the front of all recent production units. Drawing Numbers are usually found on the information label inside the Low Voltage Control Section with the Bulletin/Catalog Number.

Support of the Variable Frequency Drive Products is easier with the firmware revision of your unit. Standard Rockwell Automation warranty policies apply.

Parts ordering and onsite service are not part of the telephone support, but can be obtained by calling 1-440-646-3434.

## Notes

If you require any further technical assistance on other RA Products, contact Rockwell Automation Technical Support (440-646-3223 or [RACleAskTheExpert@ra.rockwell.com](mailto:RACleAskTheExpert@ra.rockwell.com)) or your local Rockwell Automation Sales and Support office.

[www.rockwellautomation.com](http://www.rockwellautomation.com)

**Corporate Headquarters**

Rockwell Automation, 777 East Wisconsin Avenue, Suite 1400, Milwaukee, WI, 53202-5302 USA, Tel: (1) 414.212.5200, Fax: (1) 414.212.5201

**Headquarters for Allen-Bradley Products, Rockwell Software Products and Global Manufacturing Solutions**

Americas: Rockwell Automation, 1201 South Second Street, Milwaukee, WI 53204-2496 USA, Tel: (1) 414.382.2000, Fax: (1) 414.382.4444

Europe/Middle East/Africa: Rockwell Automation SA/NV, Vorstlaan/Boulevard du Souverain 36, 1170 Brussels, Belgium, Tel: (32) 2 663 0600, Fax: (32) 2 663 0640

Asia Pacific: Rockwell Automation, Level 14, Core F, Cyberport 3, 100 Cyberport Road, Hong Kong, Tel: (852) 2887 4788, Fax: (852) 2508 1846

**Headquarters for Dodge and Reliance Electric Products**

Americas: Rockwell Automation, 6040 Ponders Court, Greenville, SC 29615-4617 USA, Tel: (1) 864.297.4800, Fax: (1) 864.281.2433

Europe/Middle East/Africa: Rockwell Automation, Herman-Heinrich-Gossen-Strasse 3, 50858 Köln, Germany, Tel: 49 (0) 2234 379410, Fax: 49 (0) 2234 3794164

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