
RICHMOND, VIRGINIA

Customer Experience Center

Product demonstration and
customer witness test program



Comprehensive testing is central

Watch and validate onsite or virtual

Customer experience...



As our customers know, there are often unexpected operating conditions once devices are integrated into a real-life system. To address this, ABB offers extensive customer witness and system validation to meet your project needs.

- Watch a customized demo based on your data center or mission critical facility needs
- View the inside of your equipment for the first time
- See complete system validation testing
- Complete a customer witness or acceptance test with your UPS, STS and PDU to verify your project specifications comply with expectations
- Document your performance data
- Take care of your business needs comfortably in a dedicated, confidential conference room, fully equipped with amenities.

ABB's high-power customer test center gives customers the ability to witness important testing of their mission critical facility and data center power systems, helping ensure operational functionality and reliability.



Custom designed test centers

Tested and trusted

Onsite and live streamed demonstrations are available anywhere – anytime!



Powered by high-power main service infrastructure

- Two (2) 2.5MW service entrance transformers and four (4) 2MW resistive load banks
- One (1) custom designed, 4000A main-tie-main service entry switchgear station equipped with ABB Emax2 breakers, including built-in flexibility for future infrastructure expansion.

At this state-of-the-art facility, customers can witness test the complete operability of their UPS, STS or PDU with other critical power systems such as batteries, output distribution units, wireless data acquisition, and system controls.



UPS test center capabilities

- Infrastructure flexible testing of up to 5 MW
- Four (4) 1.6MW test bays capable of testing:
 - Three (3) 1.6MW UPS systems in parallel or standalone
 - Four (4) 1.2MW UPS systems in parallel or standalone
- Multi-level bay construction with mezzanine hosting all input and output switchgear – all cabling for each bay is supported by overhead cable tray.
- Each test bay has dedicated junction boxes for all incoming and outgoing connections.
- Testing with permanently installed batteries, including lithium ion option



Integrated system testing expertise

- A dedicated test engineering team capable of testing integrated UPS, STS and distribution solutions demonstrates to a customer site commissioning expectation
- UPS testing with associated equipment – including static transfer switches and power distribution systems – for smooth system integration and transition to onsite infrastructure
- UPS eco-mode testing can be performed with a downstream STS to ensure the system performance is tuned to meet the customers specifications
- Testing for STS up to 4000A
- Testing for PDUs up to 1500kVA
- Employ high-end power quality power analyzers, measurement meters and oscilloscopes
- Complementary testing utilizing a 1.5MW service entrance production test center feeding ten (10) test bays

Ten (10) test bays

Schedule your visit

Onsite or virtual

The ABB Customer Experience Center is conveniently located less than 10 minutes from the Richmond International Airport, Richmond, Virginia USA. Contact an ABB Sales Manager to schedule a visit.



Nearby airports

Richmond International Airport

1 Richard E Byrd Terminal Drive
Richmond, VA 23250
8 min (2.8 mi)

Newport News/Williamsburg International

900 Bland Boulevard
Newport News, VA 23602
1 hr (62.7 mi)

Ronald Reagan Washington National Airport

2401 Smith Boulevard
Arlington, VA 22202
1 hr 49 min (114.2 mi)

Dulles International Airport

1 Saarinen Circle
Dulles, VA 20166
2 hr (127.5 mi)



Where to stay

Hampton Inn Richmond Airport

421 International Center Drive
Sandston, VA 23150
+1 804 226 1888
7 min (3.1 mi) (3★)

Hilton Garden Inn Richmond Airport

441 International Center Drive
Sandston, VA 23150
+1 804 222 3338
7 min (3.1 mi) (3★)

Hyatt Place Richmond Airport

4401 Laburnum Avenue
Richmond, VA 23231
+1 804 549 4865
8 min (3.3 mi) (3★)

The Marriott Richmond

500 E Broad Street
Richmond, VA 23219
+1 804 643 3400
13 min (8 mi) (3★)

The Hilton Richmond Downtown

501 E Broad Street
Richmond, VA 23219
+1 804 643 3400
14 min (8.1 mi) (3★)

Omni Hotel Downtown Richmond

100 S 12th Street
Richmond, VA 23219
+1 804 344 7000
15 min (6.2 mi) (4★)

Welcome

ABB Inc.

5900 Eastport Boulevard
Richmond, VA 23231-4453 USA

abb.com/ups
electrification.us.abb.com

Additional information

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