



// KEEP YOUR BUSINESS TICKING

The 3 steps for your emergency support

At R&B Switchgear Group, we're your trusted partner for power solutions—ready **whenever, wherever, and however** you need us.

We offer bespoke Service Level Agreements and 24/7 emergency support, so we can act fast to minimise downtime of your electrical infrastructure.*



**The below services are available to customers with a Service Level Agreement in place.*



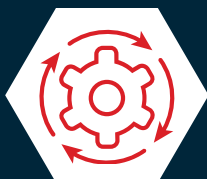
Your first point of contact

Call the 24/7 emergency helpline in your Service Agreement. Our expert technicians will assess the issue and often resolve it over the phone.



Expert support at your door

If the issue can't be resolved by phone, a specialist engineer will be dispatched within an hour. With over 25 tracked vehicles, we reach most mainland UK sites within 2–4 hours, prioritising swift, exceptional service.



Getting your systems back on track

On arrival, our engineers will quickly assess the issue, identify the cause, and provide a realistic timeline for full restoration. With extensive experience in industries like healthcare, rail, oil & gas, water, and renewables, our team are well equipped to work with a wide range of switchgear types and applications. Our aim is to always to return your equipment to full operation as swiftly and safely as possible.