



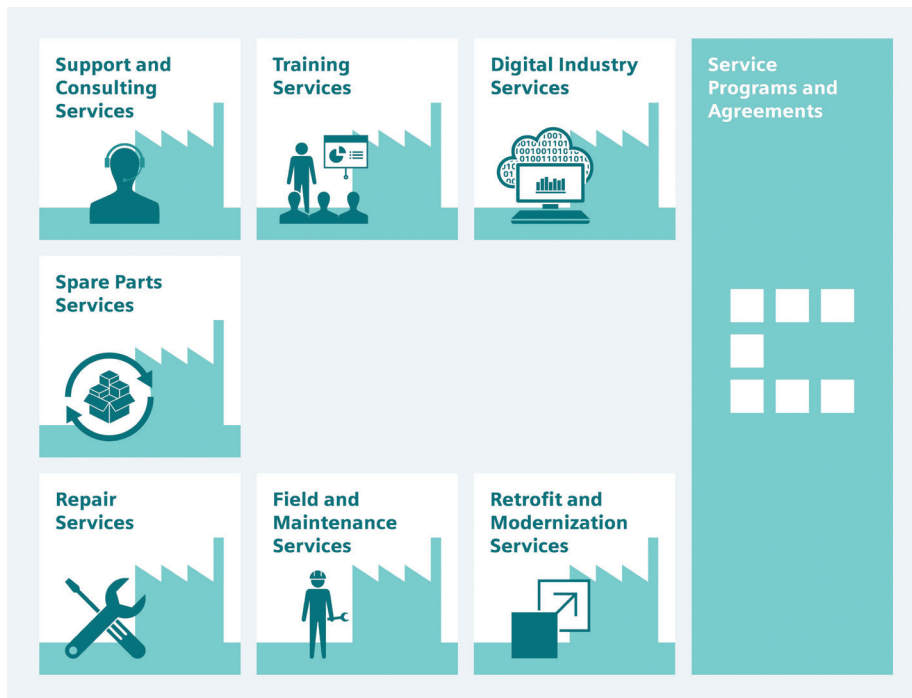
SIEMENS

Ingenuity for life

Technical Support Services – Basic Support

Support and Consulting Services

Technical Support Services give you the answers you need about Siemens products. Take advantage of our complimentary Basic Support service.



Basic Technical Support for current products is provided to all Siemens automation and drive customers at no charge. This service provides up to one hour of support for basic installation, operation, and troubleshooting questions. Basic Support is available from 8 am - 5 pm local time, Monday - Friday excluding holidays. Requests are typically processed in the order they are received with an initial response usually in two business hours or less.

Basic support is a fast and easy way to get assistance with basic product features that are commonly used in most applications. Oftentimes, these questions can be answered using our product manuals, help files, or information available at the Siemens Industry Online website (<http://support.industry.siemens.com>), which includes frequently asked questions, tips and tricks, etc.. For more advanced support, our optional Extended Support service is recommended.

usa.siemens.com/services

Comprehensive, Basic Support at no charge

- Basic Support provides up to one hour of advice and routine guidance for the installation, operation, or troubleshooting of our current products. Basic Support is automatically included with your product purchase and is available until the product reaches Siemens mature product status (entering end of life or obsolescence phase). No proof of purchase is necessary to obtain Basic Support, which is available during normal business hours, 8 am - 5 pm local time, Monday - Friday excluding holidays on a first in / first out basis. For mature products, Basic Support can still be obtained by purchasing our Mature Support optional service. To obtain support for a duration beyond one hour or for in-depth configuration, troubleshooting, or application support, our optional Extended Support is available.

Technical Support options - the right level of service to match your needs, skills and budget

	Basic Support – (no charge)
Availability	8 am - 5 pm local time Monday - Friday, excluding holidays
Call handling	First in, First Out
Target response time	2 hours or less
Service Entry	Phone, Online Support Request
Typical application	First in / First out processing
How to buy	No charge

Available Optional Services

Priority Support - minimizes your wait time by providing expedited Basic Support during normal business hours, Monday - Friday, 8 am - 5 pm. If possible, your call will be put straight through to the next available agent. If a callback is necessary, the target response time is 30 minutes or less. 7x24x365 Priority Support expands the 8 am - 5 pm Priority Support service to also include nights, holidays, and weekends with a target response time of 60 minutes.

Extended Support - provides in-depth support and guidance during most phases of the product lifecycle. The Extended Support service is typically purchased after the Siemens technical specialist determines that your questions cannot be answered using our complimentary Basic Support. All support that goes beyond one hour in duration, regardless of the question or situation complexity, requires the purchase of Extended Support.

Mature Support - allows you to receive continued Basic Support for Siemens automation and drive products that are at the end of their lifecycle or are no longer in production.

Get help when you need it – click or call



Online support request – 24/7 support website

The Industry Online Support site (support.industry.siemens.com) is your central location for comprehensive service and support information. You can submit Support Requests online (Basic Support only), which saves valuable time and allows you to easily track the status of your request. By initiating your support request online, you can also view suggested information related to your question.

This site also gives you access to FAQs, manuals, certificates, application examples, tools, and much more.



Phone support – 800-333-7421

For Basic Support, or to obtain one of our optional Technical Support services, you can also contact our Industry Customer Care Center by phone. Our Industry Customer Care Center is staffed 7x24x365 with agents available to help you get the support you need. This team is your single point of contact for:

- Technical Support
- Emergency Spare Parts
- Repairs
- Field Service

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