

SIEMENS

AUSTRALIA & NEW ZEALAND

SICARE

Service support memberships
for electrical distribution
equipment

siemens.com.au/sicare



Tailored service memberships

Completing the purchase, delivery, commissioning, and installation of Siemens electrical equipment is the first step in the product ownership lifecycle. Once energised, the challenge is keeping the asset operational, with maximum uptime, lowest risk, and minimal operating costs. Asset owners adopt different maintenance approaches based on their budget constraints and risk appetite, including:



Reactive

Dealing with problems only once they have occurred.



Preventative

Scheduled activity aimed at minimising unforeseen breakdowns.



Predictive

Using data and expert knowledge to identify and rectify impending failures before they occur.

SICARE™ offers service memberships to enhance the longevity and performance of electrical assets throughout their operational lifespan. With a range of options tailored to diverse budgets and uptime requirements, SICARE ensures your specific needs are met.

WITH A SUBSCRIPTION TO SICARE YOU CAN EXPECT TO:

Maximise site reliability by:

- › Optimising investments across the asset lifecycle
- › Minimising downtime

Increase efficiency of maintenance expenditures by:

- › Efficiently utilising maintenance resources
- › Ensuring the quality of services is continually improving

Optimise operational costs by:

- › Enhance inventory level
- › Extend equipment life-cycle
- › Increase equipment availability

Promote environmental sustainability by:

- › Prolonging equipment life

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150+ years of local industrial service experience to help you reliably deliver on your core business.



SICARE SUBSCRIPTION

Membership **benefits**

SICARE delivers tangible advantages to asset owners and operators compared to self-maintenance or relying on third-party service providers.



Coverage

We have a network of service technicians in most state capital cities across Australia and New Zealand, ensuring prompt on-site responses.



Quality

Our service approach adheres to well-established principles and documented procedures, assuring consistent and reliable service execution.



OEM Expertise

As the original equipment manufacturer (OEM), we possess in-house technical specialists who intimately understand their products.



Sustainability

We are dedicated to a **sustainable future**. Our after-sales service maximises equipment's useful life and emphasises recycling and responsible disposal, contributing to a circular economy. Combining innovative technology and an extended product lifetime enables positive sustainability outcomes, including reduced CO2 emissions.



Know-how

We invest heavily in the training and competence development of our engineering and technical support teams to ensure swift and accurate solutions to your challenges.





Membership **packages**

SICARE offers customised membership packages designed to economically enhance the reliability and availability of your plant and equipment. The advantages include improved maintenance cost efficiency and optimised operational expenses.

Our tiered and modular approach establishes a support platform tailored to your specific operational needs and maintenance budget, aligning with your risk profile.

Purchase memberships on a per-site basis.

SICARE offers five package levels. Each membership tier delivers increasing value. Select a service support package that aligns with your site's maintenance philosophy.

Package	Overview
✓ Standard	The basic, no-cost after-sales support available to all customers at all times.
🛡️ Warranty	Enhanced response time support is provided free of charge to assist customers in resolving issues during the warranty period.
★ Bronze	A cost-effective package that ensures certainty in issue handling and resolution for non-critical assets.
★★ Silver	A professional support package balancing preventative and reactive support for critical equipment.
★★★ Gold	A premium package designed for mission-critical assets, requiring proactive management to optimise uptime.

After sales **support**

Asset owners often require various after-sales support services. We offer basic level support free of charge for all our customers, while additional levels of support are available through a membership subscription.



Support hotline

Asset owners can reach our support team via email or phone.

Email support

For technical support, sales inquiries, or general questions.

Responses typically arrive within two working days. SICARE subscribers receive a dedicated support email address and enjoy higher priority response times during business hours.

✓ Standard	typically within 2 days
♥ Warranty	typically within 1 day
★ Bronze	typically within 1 day
★★ Silver	typically within 8 hours
★★★ Gold	typically within 4 hours



energy.salesandsupport.au@siemens.com



Phone support

General phone hotline support is accessible during regular business hours (9:00 am to 5:00 pm AEDT) and is available to all customers.

A call centre agent records the issue details and forwards them to the relevant support team for a response. SICARE subscribers benefit from a more personalised and prioritised response based on their subscription level.

✓ Standard	The operator logs the call and emails the ticket to our customer care team, which typically responds within two business days.
♥ Warranty	The operator logs the call and forwards the ticket to a case manager, who coordinates with the project delivery team for issue resolution. First response is typically within one business day.
★ Bronze	The operator logs the call and forwards the ticket to a case manager, who coordinates with technical specialists for issue resolution. First response is typically within one business day.
★★ Silver	The operator logs the call and directly forwards it to an on-call specialist (subject to availability). Should they not be instantly available, expect a callback within four business hours.
★★★ Gold	Subscribers receive a dedicated 24/7 hotline number that connects them to an on-call case manager who provides around-the-clock support.








Australia: **1300 743 636**

New Zealand: **0800 214 322**



On-site service response

Our team of technicians offers a range of on-site services primarily focused on resolving operational issues with our equipment as part of our after-sales support. The standard level of on-site response is continuously accessible to all customers. It becomes effective as soon as the warranty on your Siemens equipment expires and remains valid throughout its operational lifespan. Some operational assets may have contracted uptime performance clauses specifying the timeframes within which a service technician will be on-site after we receive notification of an issue. Priority response time support with defined on-site response targets is available through SICARE.

 Standard	According to availability A service technician site visit is scheduled according to technician availability, with no guaranteed response timeframe. Site visits occur during regular business hours.
 Warranty	As soon as practical A service technician site visit is scheduled as soon as practically possible based on technician availability, without a guaranteed response timeframe. Site visits occur during regular business hours.
 Bronze	Within 10 working days A service technician site visit is scheduled and coordinated based on availability, with an effort to have a technician on-site within 10 working days (for capital city locations).
 Silver	Within 5 working days A service technician site visit is scheduled and coordinated based on availability, with an effort to have a technician on-site within 5 working days (for capital city locations).
 Gold	Next business day Asset operators requiring an on-site response within 24 hours receive site attendance on the next business day during regular business hours (applicable to capital city or agreed-upon locations).

When multiple customers require on-site service response simultaneously, prioritisation is based on each customer's SICARE subscription level.




Important

Charges for on-site support depend on the type of activity and whether the equipment is within the warranty period. On-site activities are typically billed according to our schedule of rates. SICARE members can purchase blocks of secured hours at discounted rates.



Preferential pricing

SICARE membership holders enjoy exclusive discounts on spare parts and support rates, enhancing the overall value of their service contract. These discounts apply to the currently applicable list prices, schedule of rates, pricing for secured hour blocks, and optional service module add-ons.

 Bronze	2.0% discount
 Silver	3.5% discount
 Gold	5.0% discount



Secured hours

Securing technician and specialist time is crucial for an effective support service contract, ensuring they are readily available when needed. Each SICARE package includes a baseline allocation of hours to deliver core support services.

Subscribers can utilise secured technical support hours at their discretion for various activities.

✓	Standard	None
🛡️	Warranty	None
★	Bronze	10 hours
★★	Silver	20 hours
★★★	Gold	50 hours

Remote or on-site maintenance

We can support remotely or mobilise to site to follow an agreed maintenance programme or to address unplanned maintenance requests.

Issue management

Our experts can investigate site issues, identify short-term workarounds (when feasible), and propose corrective and preventive actions.

Equipment performance analysis

We can conduct fault event data analysis, trend analysis, and uptime reporting for Siemens equipment on site where data is retrieved via remote access.

Risk assessments

Our team can carry out and document an annual site audit of Siemens equipment, pinpoint operational risks, and recommend suitable mitigations. The audit and report align with the asset operator's ISO45001 requirements.

Service strategy consulting

We can collaborate with the asset owner and operator to develop the site's service strategy, aligning it with operational key performance indicators (KPIs) and budget constraints.

Sustainability consulting

We can assist the asset owner and operator in calculating and minimising the sustainability impact of Siemens equipment during the operational phase of its lifecycle.

Annual review

We can facilitate a yearly review meeting with the asset owner and operator to assess service activities, equipment performance, and identified risks.

You can secure extra technician support time by purchasing time blocks at a discounted rate, as listed in our rate schedule. These volume discounts are in addition to any preferential pricing you receive based on your SICARE membership level.

Small block	15 – 49 hours	→ 0% discount
Medium block	50 – 99 hours	→ 1.5% discount
Large block	100+ hours	→ 3.0% discount





Reports / Dashboards

We offer regular management reporting on the support activities based on their chosen package level. The frequency, level of detail, and whether a static report or dynamic dashboard is provided vary by package.

✓ Standard

None

🛡️ Warranty

Closing report

At the end of the warranty period, the asset owner receives a summary report detailing issues raised and rectification works completed during the warranty period. The report also includes recommendations for ongoing support and risk management.

★ Bronze

Annual report

Quarterly activity reports are generated, providing a summary of activities. After each annual subscription cycle, the asset owner receives a service overview report highlighting issues raised and rectification works completed during the subscription period. Recommendations for ongoing support and risk management are provided.

★★ Silver

Site assessment, annual report, and review

Quarterly activity reports are generated, providing a summary of activities. After each annual subscription cycle, a technician performs an on-site health check of the equipment. The asset owner receives a summary report of this health check, including issues and rectification works completed during the subscription cycle. We then conduct a review meeting with the asset owner and/or operator to discuss the findings and make recommendations for ongoing support and risk management.

★★★ Gold

Live reporting

In addition to the quarterly activity reports, site assessment, annual report, and review offered by the Silver package, Gold members gain access to a "Live" digital dashboard supplying the following information:

- Full transparency and history of all support tickets raised.
- Complete asset list with serial numbers, model information, firmware and/or configuration history.
- Entire library of the applicable operation and maintenance manuals for Siemens equipment.

ADDED VALUE

Service module **add-ons**

SICARE membership holders have the option to purchase additional service modules at applicable discount rates to enhance their support package further.

Extended warranty



Asset owners can extend the standard 12-month equipment warranty. The availability of an extension may vary based on equipment type and the purchase of an applicable preventative maintenance package if required.

Preventative maintenance



We can provide inspection and preventative maintenance programs to reduce operational risk and increase uptime of Siemens equipment.

Spare parts management



For large sites, we can provide a spare parts stocking and management option. The module is tailored to the specific site needs and delivery timeframe targets.

Remote access & monitoring



Some Siemens equipment supports remote access for monitoring system performance, fault diagnosis and upgrading as required. This add-on package includes the supply and configuration of the cRSP router to enable this service.

Patch management



Cyber security is an essential topic for power system operators and ensuring firmware is up to date is a critical defense. Our cyber security patch management services ensure the latest defenses are always in place.



Custom add-ons

Asset owners may require extended support specific to their site or operational needs.

Dedicated support teams who are identified, pre-trained, inducted, and familiar with the site and operations so that quick mobilisation is achievable.

On-call expert who has site specific knowledge of the Siemens equipment and solution deployed.

Guaranteed emergency response where we work with service partners to ensure emergency response times can be met in remote sites. Offers of guaranteed response times will be made to eligible customers only.

ELECTRIFICATION AND AUTOMATION PRODUCTS

Equipment **support**

We offer advanced OEM expertise and support services for a range of products, tailored for Smart Infrastructure applications.



IoT Products

OT Companion
NXpower Monitor
SIMARIS Control
SICAM Grid Diagnostic Suite
SICAM GridEdge
SIPROTEC DigitalTwin



Air insulated switchgear for primary distribution

NXAIR 8BK20
SIMOPRIME 8BT2



Gas insulated switchgear for primary distribution

8DA10 NXPLUS C
8DB10 NXPLUS C WIND
BLUE GIS



Gas insulated switchgear for secondary distribution

8DJH
SIMOSEC
BLUE GIS



Automation products

SICAM A8000 SICAM PAS
SICAM S8000 SICAM SCC



Protection products

SIPROTEC DIGSI
REYROLLE REYDISP MANAGER



Outdoor systems

FUSESAVER COMPACT RECLOSER
3AF OVCB RECLOSER 3AD



Low voltage switchboards and busbar

SIVACON BD1/2 BUSBAR
SIMARIS LI/LR BUSBAR



Power quality products

SICAM P50 SICAM Q100/200
SICAM PQS SIPROTEC 7KE85
SICAM P850/855



Smart distribution automation products

SICAM FCM SICAM FSI
SICAM FPI SICAM SOG

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