



INDUSTRY SERVICES

Technical Service Agreements for SINAMICS Perfect Harmony Medium Voltage Drives

ida-portal.siemens.com/services

SINAMICS Perfect Harmony drives are at the heart of your plants and processes. They need to run both safely and reliably – often for decades and under harsh conditions. In the course of normal operation, these drives become subject to extreme wear and tear, creating an increased risk of failure and unplanned production downtime.

Any unscheduled drive outage means significant loss. Even a small part failure can extend the damage to critical drive components. Therefore, the prevention of any failure is important to maintaining availability, reliability, and achieving operating goals.

Preventive maintenance provides a solution in this area. In contrast to reactive maintenance, which is the repair or replacement of equipment after it has failed, preventive maintenance uses a scheduled maintenance process to ensure that equipment is operating at peak performance at all times. Minor problems can be detected and resolved before they become a major problem. In the long term, preventative maintenance helps you get the most from your investment by extending the life of the equipment.

The Solution - A Technical Service Agreement (TSA)

With a cost-effective, streamlined service bundle designed specifically for your drive, a TSA for SINAMICS Perfect Harmony Drives includes inspections, cleaning, testing, and analysis – all of the necessary preventive maintenance steps to ensure reliable operation based on our experience servicing and repairing thousands of drives across all industries. With a TSA, you will receive comprehensive service and priority support delivered by experts who know your equipment and processes.

Your Benefits

- Maximum drive performance, availability, and reliability
- Discounts on Siemens OEM spare parts, drive services, and upgrades
- Reduces costs when comparing preventive maintenance against the total cost of breakdown repairs
- Access to highly qualified, factory-trained Siemens Field Service Representatives
- Allows internal maintenance resources to focus on activities directly impacting productivity

The cost of a breakdown can be 4 - 15 times higher than the cost of performing preventative maintenance

SIEMENS

Design your Technical Service Agreement for SINAMICS Perfect Harmony Medium Voltage Drives

Standard Technical Service Agreement Features



- Preventive Maintenance (PM) is the backbone of a TSA and consists of specific maintenance activities relative to the age and overall operating condition of your drive. On-site maintenance is conducted annually and scheduled according to your plant's planned outage. An on-site evaluation can be performed to customize a maintenance plan specifically for your drive.



- Discounts on spare parts, services and upgrades.



- Priority Technical Support gives you faster access to Siemens Technical Support . Your call moves to the front of the queue, with a priority response time of 30 minutes or less during normal business hours (8:00 AM to 5:00 PM EST) and 60 minutes or less outside of normal business hours 24/7/365.



- Dedicated Service Advisor gives you a single service point of contact at Siemens for the ongoing consultation and guidance on all aspects of your drives.



- Preferred Field Service Representative gives you the ability to reserve your preferred Siemens Field Service Representative subject to availability.



- Extended Labor Warranty lengthens the warranty on all drive labor work from the standard 90 days to 12 months.



- Complimentary Repair Evaluations waive the Siemens repair center evaluation fee typically charged for drive repair services.

Step 1:

Select your add-on services

- **Condition Assessment** is an effective version of annual Preventive Maintenance which can be performed while your drive is energized. This option is recommended when the interval between planned outages exceeds 12 months and can be scheduled in between regular annual Preventive Maintenance.
- **Blanket Purchase Order** is a standing purchase order that expedites the process for executing service or spare part requests.
- **Block of Hours** locks in the price of service hours and removes cost variability. It is a hedge against labor cost increases and also expedites the process of executing service requests.
- **Transformer Evaluation** goes beyond the standard Preventive Maintenance visual inspection, for a more robust and detailed evaluation of transformer health. This option includes testing transformer turns ratio and winding resistances to thoroughly assess the transformer in your drives.
- **Power Cell Evaluation** is the on-site testing and evaluation of every power cell within your drives, to objectively assess their overall health. In the standard Preventive Maintenance service, three representative power cells are pulled and inspected.
- **SIDRIVE IQ** provides a digital platform for remote monitoring of your drive train, including dashboard data transparency, automated notifications, and monthly reports. Expert-based remote condition monitoring and troubleshooting can also be offered.

Step 2:

Design your maintenance schedule

- **Preventive Maintenance** is a standard feature of a Siemens TSA and is scheduled annually to coincide with your planned outage.
- **Condition Assessment** is an add-on service which offers flexibility to schedule a technical assessment while the drive is energized, between outages or on an alternating basis in multi-year contracts. Customers can design a maintenance plan which makes sense for their plant and without losing transparency into the performance of their drives.

Step 3:

Set the service period and payment plan

- TSA Coverage ranges from 1 to 4+ year contracts with monthly, quarterly or annual payment options. When purchasing a TSA, you receive immediate savings by bundling your services into a single package. As the duration of your contract increases, these built-in savings grow. Additional discounts apply for spare parts and other drive services.

**Savings and discounts
based on Technical
Service Agreement**

Duration	1 Year	2 Years	3+ Years
Savings from bundling services in a TSA vs. modular services	10%	15%	20%
Discounts on other drive services - spare parts, training, field service, repairs, and upgrades	N/A	4%	8%

Every minute your production stops is a minute of lost revenue.
Minimizing the effects of wear and tear is critical for reaching your company's operating and profit goals. A Technical Service Agreement combines the benefits of a preventive maintenance strategy and the experience of the original manufacturer of your SINAMICS Perfect Harmony drives. With a Siemens TSA, we help you avoid the costs of equipment breakdown, which can be 4-15 times more costly than performing preventative maintenance.

If you are interested in keeping your drives and business performing at the highest level through a Technical Service Agreement for SINAMICS Perfect Harmony Medium Voltage Drives, contact your local Siemens Sales Representative or the Siemens Industry Customer Care Center at 1 (800) 333-7421.

Legal Manufacturer

Siemens Industry, Inc.
100 Technology Drive
Alpharetta, GA 30005
United States of America

Telephone: +1 (800) 333-7421
ida-portal.siemens.com/siemida/en/contact/map
Order No. CSFL-01700-0122
© 2022, Siemens Industry, Inc.

In order to protect plants, systems, machines and networks against cyber threats, it is necessary to implement – and continuously maintain – a holistic, state-of-the-art industrial security concept. Siemens' products and solutions constitute one element of such a concept. For more information about industrial security, please visit <https://www.siemens.com/industrialsecurity>.

This document contains a general description of available technical options only, and its effectiveness will be subject to specific variables including field conditions and project parameters. Siemens does not make representations, warranties, or assurances as to the accuracy or completeness of the content contained herein. Siemens reserves the right to modify the technology and product specifications in its sole discretion without advance notice.