



GAS CHROMATOGRAPHS AND INTEGRATION

# Remote customer service options available from GCI

[usa.siemens.com/analyticalproducts](http://usa.siemens.com/analyticalproducts)

**SIEMENS**

# Remote Support Services

## **A new dimension in customer service**

Siemens Gas Chromatograph and Integration (GCI) has always been firmly committed to quality maintenance support throughout the life cycle of your measurement system equipment. In addition to traditional on-site service, GCI also offers a range of remote customer service options. These service offerings provide fast access to expert knowledge without the needed travel time.

**Online Support** – Siemens GCI provides an extensive information system for all customers on our website. <http://support.automation.siemens.com/US>. Customers have full access to a well organized library of documents and files that are designed to be the first level of support on technical issues. The following online services are provided free of charge to all customers:

- FAQs, answers to the most frequently asked technical questions
- Updates containing latest product information
- Downloads of software updates for Siemens software products
- Manuals and operation instructions, downloadable in PDF format
- Safety and test certifications
- Downloadable code, configuration and application examples
- Online Support Request, make direct support request from the website

## **Features /Benefits:**

- Fast, competent, and comprehensive help without delay

- Available 24 hours a day/365 days a year
- Always up to date
- Multilingual
- Less field documentation necessary

**Call Management** – Our automated call management system ensures that your service calls will be answered promptly and efficiently. All service-related calls are logged, prioritized, and efficiently managed. A real-time clock is activated as the call is entered into the system. Status updates and messages are logged to provide a clear audit trail of all related activities. Call management is provided 24 hours a day, seven days a week and is included as part of this agreement.

**Technical Support** – provides support on issues pertaining to product operation, basic functionality, and installation. Requests are worked chronologically in the order in which they are received. The standard target response time during business hours is two hours or less.

- Telephone number: 800-333-7421 or 423-262-5710
- Electronic: <http://www.siemens.com/automation/support-request>
- Fax: 423-262-2231

## **Features/Benefits:**

- Individual one-on-one support
- Fast and competent support
- Worldwide network of specialists
- Can be reached 24/7/365

# Remote Support Services

**Remote Performance Inspection** – Remote performance Inspection uses existing and cutting-edge technologies to support field engineers, irrespective of location. The internet and advances in communications and encryption techniques have contributed to the availability of remote services. The scope of the program is to: provide remote performance inspection of listed analyzers; inspect the performance of the chromatography, review validation performance, inspection of any alarms or abnormal conditions found; perform validation runs as needed; perform calibrations as needed; respond as needed to observations, perform flash and backup services as needed; and issue a certified report for each remote inspection, emailed to the distribution list supplied by the customer; provide an annual summary control issues maintained/corrected through the contract period. The remote

performance inspection calibration, checks the system "vital signs" and are monitored for any deterioration of system "health." In this manner corrections and repairs may be scheduled before critical system failures occur. Each analyzer:

- Will be inspected once a week
- A report will be generated for each analyzer detailing findings and a "list of things to do"
- Report will be emailed to an agreed upon list of customer contacts

## Remote Performance Inspection

**Emergency Services (24/7)** – In the event that a random system failure does occur, remote performance inspections may be performed on specific systems over the established link. In this manner most failures can be identified rapidly and repairs facilitated.



*Customer support  
that delivers results.*

# Remote Support Services

## Remote Performance Inspection Benefits:

- Free-up resources and reduce training cost
- Faster response time to resolve emergency repairs
- Elimination of costly travel time and expense to get someone to site
- Keeping equipment at peak performance and factory spec's saves time and money and improves accuracy
- Remote performance monitoring from a proactive and predictive perspective reduces cost and unscheduled downtime
- Configuration changes, routine calibrations and troubleshooting handled quickly and expeditiously with high speed electronic communication
- Reduce training cost by utilizing manufacturer's technical staff as the experts

## Remote Performance Inspection Startup

- Siemens will provide and install required hardware and/or software to make the remote connection
- The customer will provide a computer with their appropriate security software and workstation software installed on the customer side of the security firewall

- If required, the customer will provide the cell phone carrier
- The installation package includes the supply of the required site hardware, testing, secure communication verification and system architecture/installed base data collection.

## Remote Collaboration with SIPIX tablets

A live collaboration between the plant's service technician and our service technician can be established with our SIPIX tablet. Using the plant network or integrated SIM-card, a live audio connection is established of a secure link. Through this link, our technician can give step-by-step instructions on what is required to restore the analyzer to proper operation.

The live collaboration can also use a Realwear HTM-1 for live video interaction even in hazardous area locations. The HTM-1 is compatible with SightCall and MS Teams software for video and audio transmission.



## Legal Manufacturer

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

Telephone: +1 (800) 333-7421  
[www.usa.siemens.com/analyticalproducts](http://www.usa.siemens.com/analyticalproducts)

Order No. PIABR-00027-0223

## For more information, please contact:

Siemens Industry, Inc.  
5980 West Sam Houston Parkway North  
Ste 500  
Houston, TX 77041

Phone: +1 (800) 448-8224  
Email: [APServiceSupport.us@siemens.com](mailto:APServiceSupport.us@siemens.com)

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