

**SIEMENS**  
*Ingenuity for life*

# Siemens Vietnam

DF PD Customer Service

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March 2017

Siemens Innovation

# Milestones of a 171-year history

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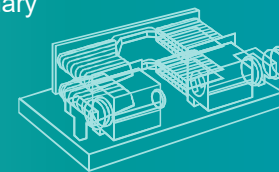
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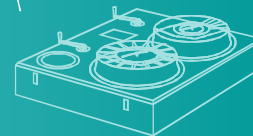
**1816 – 1892**

Company founder, visionary  
and inventor



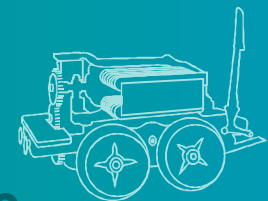
**1866**

The dynamo makes  
electricity part of  
everyday life



**1847**

Pointer telegraph  
lays the foundation  
of Siemens as a  
global company



**1879**

World's first electric  
railway



# Siemens in Vietnam Milestones

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# SIEMENS ORGANIZATION

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## Operating Companies

### Gas and Power\*



### Smart Infrastructure

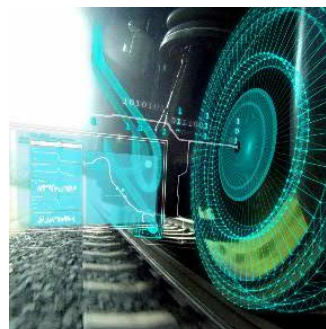


### Digital Industries

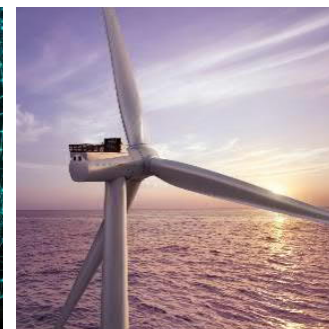


## Strategic Companies

### Siemens Mobility



**SIEMENS Gamesa\***  
RENEWABLE ENERGY



**SIEMENS Healthineers**



Service Companies (Financial Services, Global Business Services, Real Estate Services)

Corporate Development (e.g., IoT Services, Corporate Technology, Next47, Portfolio Companies)

Governance units

\*Partial spinoff of Gas and Power planned; transfer of majority stake in SGRE (59%) to new company planned

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[siemens.com.vn](http://siemens.com.vn)

## Digital Enterprise automation platforms

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### SIMATIC

Scalable industrial automation systems



### SINUMERIK

Intelligent solutions for machine tools



### SIMATIC PCS 7

Powerful, compact hardware for process industries



### SIMOTION

High-end motion control system



### SINAMICS

Frequency converter for every drive application



### SIMOTICS

Highly efficient electric motors



### SIRIUS

Modular industrial controls

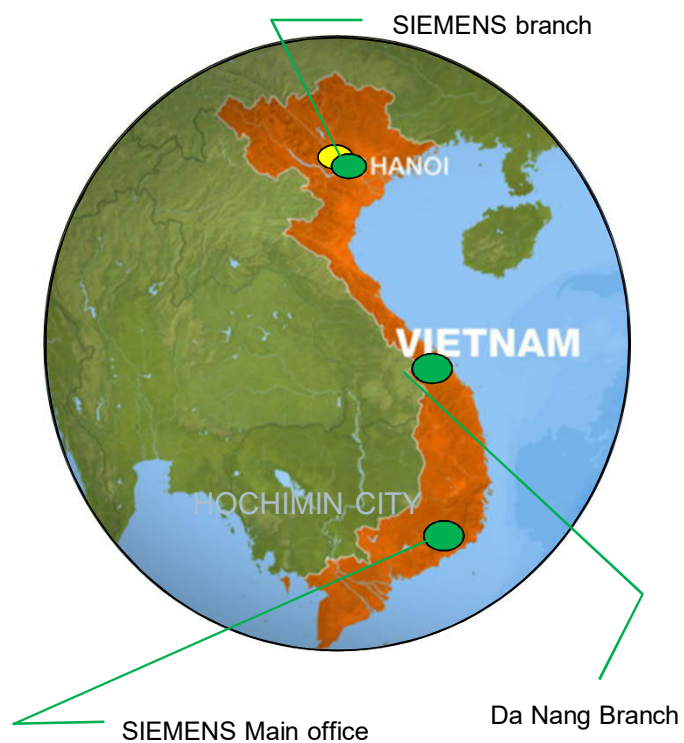


### SCALANCE

Reliable industrial communication

# Siemens Service in Vietnam

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## SIEMENS Vietnam

- Main office –Ho Chi Minh City
- Branch office – Hanoi city, Da Nang City
- [Hotline-dfpd.vn@siemens.com](mailto:Hotline-dfpd.vn@siemens.com) / 1800 5888 20(Toll Free)

## Training Center

- Ha Noi
- Ho Chi Minh City

## Application Service Team

- Service Delivery : Tran Nhu Hai
- Drive Team: Tran Vu Thanh
- Automation Team: Le Van To
- Machine Tool : Nguyen Van Dat

# Industry Services portfolio overview

## Lifecycle services and value-added offerings

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### Support and Consulting Services



### Training Services



### Digital Services



### Spare Parts Services



### Repair Services



### Field and Maintenance Services



### Retrofit and Modernization Services



### Service Programs and Agreements



A comprehensive portfolio of services for products, systems, and applications as well as value-added and data-based services throughout the entire lifecycle of machines and plants

### Highly motivated and qualified Service Experts support you in

- Minimizing downtime
- Optimizing personnel deployment
- Reducing use of assets and resources
- Developing new digital service business models

## Spare Parts Services

Fast, efficient, and reliable

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# Spare Parts Services



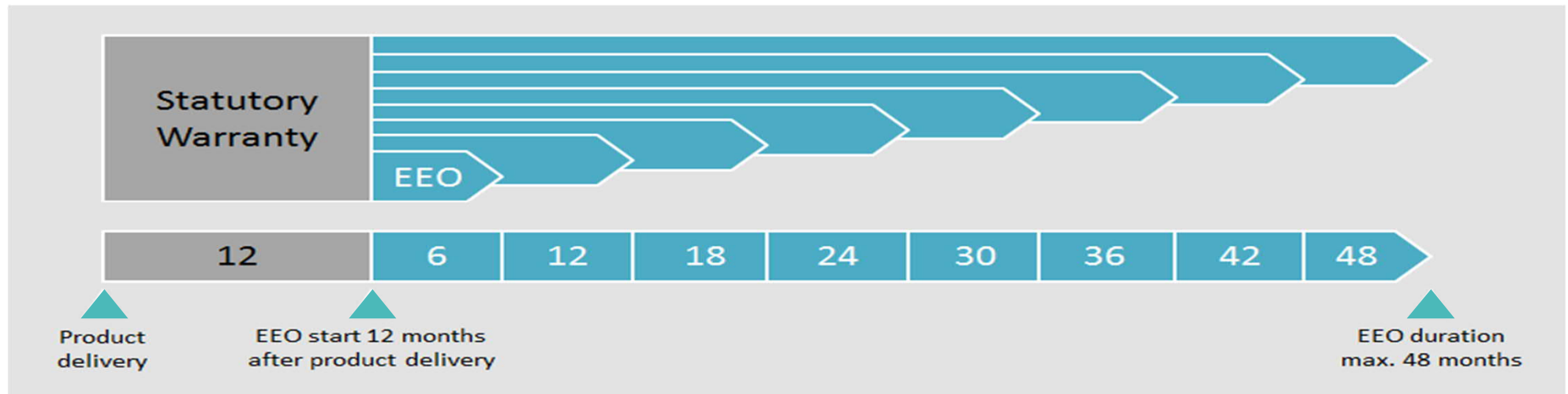
- **Extended Warranty** Minimize risks through calculable spare part costs after the statutory warranty
- **Fast, dependable, worldwide supply of spare parts** for optimal plant availability
- **Exchange Program** optimize the cost for replacement Part



## Extended Warranty Option

How does it work

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EWO to 12 months after product delivery out of Siemens factory.

The minimum EWO duration is 6 months and can be selected up to 48 months in steps of 6 months. In combination with the statutory warranty the maximum warranty duration is 60 months in total.

**Drive Exchange Service:** 6 month extend warranty – FOC

SINAMICS G120C, SINAMICS G120 PM240-2, SINAMICS V20 and MICROMASTER (MM4).

<http://www.siemens.com/drive-registration>

## Spare Parts Services

Fast, efficient, and reliable

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- **Genuine spare parts** are available, after the start of the product phase-out over a period of ten years and reliable logistics processes ensure that they reach their destination as needed. Logistics experts take care of all details
- **Emergency Order From HQ** 5- 8 working day to provide the spare part at site

Order from Stock	Shipment to country	total time to customer	Additional Cost
Local stock (Service Partner)	Not applicable	24 /48 hours	Cost optimized
Central Stock (Germany)	4-6 week (normal delivery)	5-7 week	Package delivery by airfreight Cost optimized
Central Stock (Germany)	2-3 week (normal delivery)	3-4 week	Single Part delivery by airfreight
Central Stock (Germany)	4-5 working day (urgent delivery)	5-8 working day	by airfreight /express Additional 350,-US\$ Surge-charge Time optimized

## Exchange Services

Cost Optimize for replacement Part

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### Repair

#### Repair Execution

- Customer send the unit to Siemens - 3-4 weeks
- Siemens Repair ; 2-3 weeks
- Siemens Send the unit back to customer: 3-4weeks
- **Total : 8-11 weeks**

### Exchange

#### Exchange Execution

- Customer buy the new unit to replace faulty unit: 3-4 week
- Customer send back the faulty unit to Siemens
- Siemens Credit up to 30% to customer
- **Total : 3-4 weeks**

## Retrofit and Modernization Services

Extending the lifetime of your machines and plants

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# Retrofit and Modernization Services

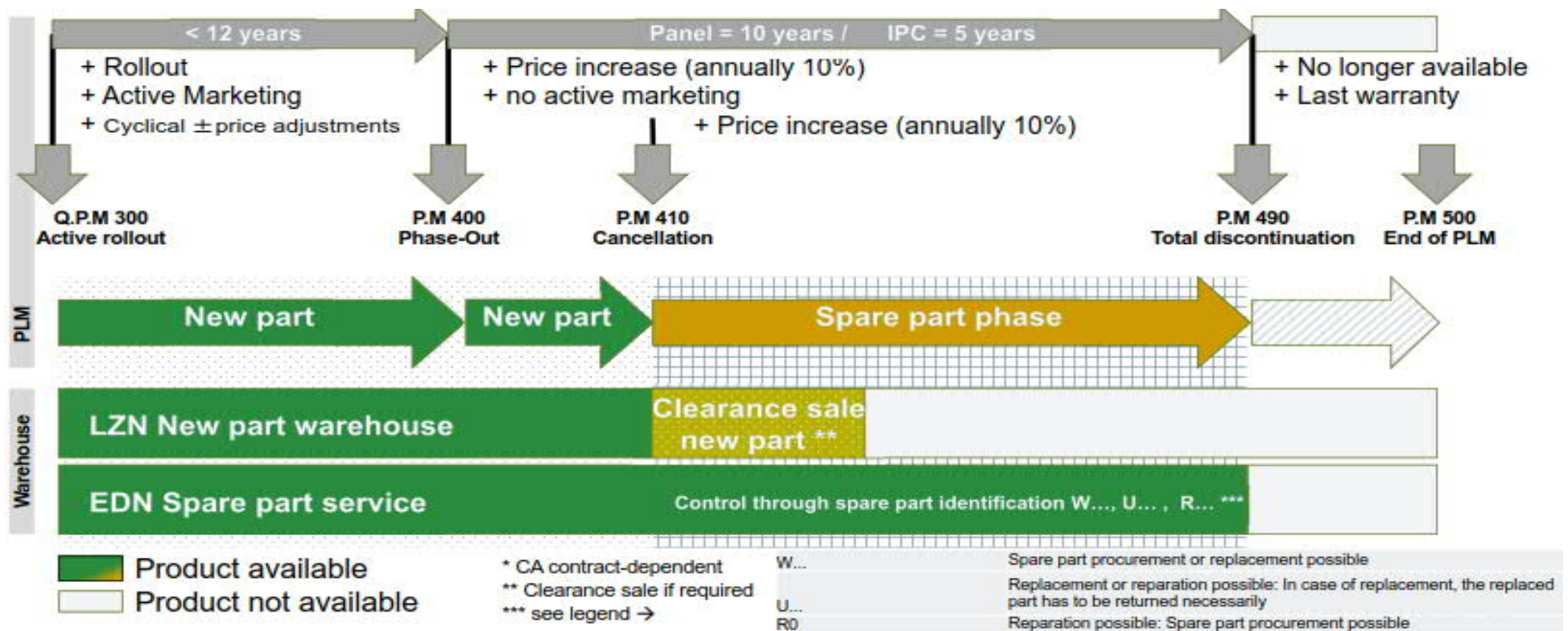
- **Lifetime extensions** through cost-effective expansion of entire plants, system optimizations, and upgrades of existing products with the latest technology and software
- **Service experts support projects** from planning through commissioning and, if desired, over the entire extended lifespan
- **Examples:** Migration of automation systems, retrofits for Integrated Drive Systems



# Retrofit and Modernization Services

## Product Life Cycle Information

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### Product Upgrading

CU320



Firmware Upgrade



CU320-2



### Product Family Upgrading



Masterdrive

Re- Engineering



Sinamics

# Retrofit and Modernization Services

## Product Life Cycle Information

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Product Details - Industry ...


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Drive System Retrofit tool... Spare Parts Services - ID 2... Attribute - Version 30 Documents - APR 17 Saudi PMD - Cockpit

Industry Mall English Contact Us Help Site Explorer Product Search

Home Catalog Controlled Power Modules 6SL32110AB112BA1

**6SL32110AB112BA1 | 6SL32110AB112BA1**

 SINAMICS G110-CPM110 AC Drive, with integr. filter B 200-240V1AC+10/-10% 47-83Hz Analog input CT: 0.12 kW VT: 0.12 kW CT overload: 150% 60s 150x 90x 116 (HxWxD) Degree of protection IP20 Ambient temperature -10+50 °C without BOP without RS485 interface

**Notes**  
Successor: SIOS ID 109788919

List Price > Show prices  
Customer Price > Show prices  
DataSheet in PDF Download  
Service & Support (Manuals, Certificates, FAQs...) Download

> Image gallery and data for M-CAD and E-CAD (3) (3)

**Product data** Further Product Information

<b>Product</b>	
Article Number (Market Facing Number)	6SL32110AB112BA1   6SL32110AB112BA1
Product Description	SINAMICS G110-CPM110 AC Drive, with integr. filter B 200-240V1AC+10/-10% 47-83Hz Analog input CT: 0.12 kW VT: 0.12 kW CT overload: 150% 60s 150x 90x 116 (HxWxD) Degree of protection IP20 Ambient temperature -10+50 °C without BOP without RS485 interface
Product family	> Controlled Power Modules
Product Lifecycle (PLM)	PM300-Active Product
PLM Effective Date	Product phase-out since: 10/01/2019
Notes	Successor: SIOS ID 109788919
<b>Price data</b>	

<https://mall.industry.siemens.com/mall/en/us/Catalog/Product/6SL32110AB112BA1>

# Retrofit and Modernization Services

## LV Drive Life-Cycle Information

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MLFB	RC	SPC	Sales texts	M300	M400	M410	M490	M500
6SE7027-2TD61	W60	SP	***SPARE PART*** SIMOVERT M	9/30/1998	9/30/2010	9/30/2011	9/29/2020	9/29/2022
6SE7022-6TC61	W55	SP	***SPARE PART*** SIMOVERT M	10/1/1998	10/1/2010	10/1/2011	10/1/2021	NN
6SE7022-6TP60	W55	SP	***SPARE PART*** SIMOVERT M	10/15/2001	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7023-4TC61	W55	SP	***SPARE PART*** SIMOVERT M	10/1/1998	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7023-4TP60	W55	SP	***SPARE PART*** SIMOVERT M	10/15/2001	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7024-7TD61	W60	SP	***SPARE PART*** SIMOVERT M	10/1/1998	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7021-8TB61	W55	SP	***SPARE PART*** SIMOVERT M	10/1/1998	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7021-8TP60	W55	SP	***SPARE PART*** SIMOVERT M	10/15/2001	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7031-2TF60	RM	SP	***SPARE PART*** SIMOVERT M	10/1/1998	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7031-0TE60	RM	SP	***SPARE PART*** SIMOVERT M	10/1/1998	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7023-8TD61	W60	SP	***SPARE PART*** SIMOVERT M	10/1/1998	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7023-8TP60	W60	SP	***SPARE PART*** SIMOVERT M	10/15/2001	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7026-0TD61	W60	SP	***SPARE PART*** SIMOVERT M	9/30/1998	9/30/2010	9/30/2011	9/29/2020	9/29/2022
6SE7033-2TG60	RM	SP	***SPARE PART*** SIMOVERT M	10/1/1998	10/1/2010	10/1/2011	9/30/2020	9/30/2022
6SE7038-2EH85-U25	U25	SP	***Spare part*** SIMOVERT Ma	12/16/2005	10/1/2010	10/1/2011	10/1/2020	10/1/2022



**Thank you for your attention!**

**SIEMENS**



**Tran Nhu Hai**

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DF CS

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