

SIEMENS



80+ years of analytical experience

Improve efficiency, reduce costs

GAS ANALYZER SERVICE AGREEMENT

Experience peace of mind with Siemens factory authorized service

Siemens Customer Service Agreements maximize ROI and minimize ownership costs by tailoring services to fit your needs. Contact us today and we will work with you to build a customized package. cga-service.us@siemens.com or 1-800-365-8766

Common elements include:

Category	Service Option	No Contract	Customer Service Agreement
Remote Support Services	Online Support	●	●
	Technical Telephone Support	M-F Business Hours	Priority (24/7)
	Remote Performance Inspection	Full Charges Apply	●
On-site Field Service	Preventative Maintenance	Full Charges Apply	●
	Emergency On-Site	NA	●
Software Services	Calibration/Performance Certificate		●
	Field Firmware Updates	Full Charges Apply	●
Installation, Startup and Commissioning		Full Charges Apply	●
Upgrades		Full Charges Apply	●
Technical Learning and Training	In-house, Onsite, Custom		●

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Support Services for Today, Tomorrow and Years to Come

On-Site Field Services

Preventative Maintenance—To eliminate potential problems before they can interfere with your system's availability, we provide a planned program of scheduled preventive maintenance activities designed to meet the specific needs of your system

Emergency On-Site Service—In the event that on-site emergency service becomes necessary, your customer service representative has the training, experience, and material support needed to rapidly resolve the problem. An effective management and technical support escalation system provides your representative with the immediate assistance required to resolve your most complex problems with minimal, if any, interruption of your operation. In most cases, we strive for a 24 or 48 hour response time.

Software Services

Calibration/Performance Certificate— A report summarizing the preventative maintenance audit will be prepared by the Siemens Field Service Technician and submitted to the Senior Environmental Engineer and QA Management for review and comment. If necessary, plans and a schedule for the resolution of any audit findings or documentation of any corrective actions already taken will be prepared by the Siemens Field Service Technician.

Field Firmware Updates—Service contracts provides for all required firmware updates to be installed to keep your system up-to-date. Firmware updates will be installed during our preventive maintenance visits to your site.

Installation, Startup, and Commissioning

Installation and Start-Up—With comprehensive expertise and dedication to meeting your schedule, our technicians will start up your Siemens products and systems with full inspections, and conduct verification and functional testing of your system.

Commissioning—Our commissioning services are designed to protect your system and its applications, while ensuring your product and system components are performing as designed.

Remote Support Services

Online Support—Siemens provides an extensive information system for all customers on our website <http://support.automation.siemens.com/US>. Customers have full access to a library of documents for first level support on technical issues.

Technical Telephone 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. Get in front of the line! With a service contract, you will receive priority processing.

Remote Performance Inspection—The remote performance inspection calibration, checks the system "vital signs" and are monitored for any deterioration of system "health" weekly, with a certified report sent to an agreed list of contacts.

Upgrades

Trade out aged equipment. Owners with service agreement are eligible for discount towards the purchase of a new model.

Technical Learning and Training

We offer complete training courses in-house or on-site that explore concepts and ideas through the use of interactive, hands-on experience that will provide you with a sound understanding of both your equipment and documentation.

Contact us today for a customize agreement cga-service.us@siemens.com or 1-800-365-8766, option 4, then option 1.

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