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Date Sep. 9th, 2020

The effect of the Corona virus on product delivery times (Status as of Sep. 09th., 2020)

Dear Sir or Madam,

The expansion of the Novel Corona Virus (SARS-CoV-2)¹⁾ globally, and the measures taken as a result by the local authorities and governments continue having an impact on our delivery situation. Partially still restricted production in China/Europe and disruptions in the logistics chain (suppliers, transport, customs etc.) may possibly result in bottlenecks in our supply chains.

Our top priority is to maintain the general ability to deliver to our customers and projects. Our general Taskforce are closely monitoring the situation and take appropriate action at an early stage to minimize the impact as much as possible.

The information available on this subject is constantly changing and the information provided is based on the current state of knowledge. We are continuously monitoring the situation and, in the event of relevant changes, will inform you promptly on our website www.siemens.ch/industry/covid-19/fr about the current situation and further measures on the target country.

For the product portfolio of Digital Industries including Control Products / Low Voltage Products, the standard delivery times are currently applicable again, with a few exceptions, which are listed below.

The standard delivery times stated apply to new orders in working days (WD) from stock. Depending on possible delays in customs clearance at the borders, additional delivery times may apply.

Motion Control Products:

Product family	Actual delivery time	Standard lead time
SINAMICS V20	10 WD	5 WD
SINAMICS V90	10 WD	5 WD
1FL6 incl. Cables and Accessories	25 WD	5 WD

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General comment:

Please contact us immediately if you can no longer accept deliveries of goods due to official orders or your own decision. You find our contact details on the Internet at www.siemens.ch/industry/kontakt/fr .

Spare Parts and their necessity for performing services incl. mode of performing services:

In principle, we have a stock of spare parts in stock and can therefore provide the related service, but the delivery times for repeat orders depend on the standard delivery time and availability of the products. Therefore, this can also (occasionally) affect the service delivery. We ask you to clarify the amount of the effect with us in each individual case. In order not to expose your or our personnel to unnecessary health risks, we also reserve the right to arrange virtual meetings with you instead of personal visits for the performance of our services.

We want to thank you for your patience during this very challenging situation and regret any inconvenience that this situation may cause you. We are assuring you that we will do everything in our power to get our products back to you as soon as possible with the usual fast delivery times

Best regards

Siemens Switzerland Ltd.
The Digital Industries team

1) On January 30, 2020, the World Health Organization (WHO) determined that the current outbreak of the new Corona virus in China is a PHEIC ("Public Health Emergency of International Concern"). 11.03.2020 WHO announced and calcified the expansion of the Corona virus as pandemic.