Unleash hidden potentials – with Industry Services

Industry Services from Siemens let you get more out of your automation and drive technology – throughout its entire life cycle. To free up and get the most out of your unused potentials, we offer a broad range of product-, system- and application based services, from planning, consulting and development to operation and upgrading.

Support and Consulting Services
- Industry Online Support
- Technical and Engineering Support
- Information and Consulting Services

Spare Parts Services
- Availability of spare parts for up to ten years
- Professional procurement, transportation, customs clearance, warehousing and order management
- Cost-efficient spare parts strategies thanks to Asset Optimization Services

Repair Services
- Device functions restored on-site or at regional repair centers
- Expanded repair services, including additional diagnostic and repair work, and emergency services

Training Services
- SITRAIN courses with transfer of know-how direct from the manufacturer
- Transfer of basic knowledge, advanced, and specialist content
- Training covering the entire Siemens range of products and systems for industry

Plant Data Services
- Recording and intelligent analysis of production data to ensure improved decision-making
- Transmission and storage of data in accordance with data protection requirements – with end-to-end protection against cyber attacks

Field and Maintenance Services
- Global field service and maintenance services provided by Siemens specialists, covering commissioning, functional testing, preventive maintenance and troubleshooting
- Can be integrated into individual service contracts with fixed response times and maintenance schedules

Retrofit and Modernization Services
- Low-cost solution to expand entire plants, optimize systems or upgrade existing products
- Project support from design to commissioning – and if required, services throughout the entire extended lifecycle

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Subject to changes and errors. The information given in this document only contains general descriptions and/or performance features which may not always specifically reflect those described, or which may undergo modification in the course of further development of the products. The requested performance features are binding only when they are expressly agreed upon in the concluded contract.

siemens.com/traction-services
Keep moving – with optimized traction services

Improve availability and cost-efficiency with services for the entire drive train

siemens.com/traction-services
The need for rail-based mobility is on the rise, for local, long-distance and goods transportation, along with demand from passengers and dispatchers for transport that is both appealing and available. At the same time, financing shortfalls are making it necessary to cut costs. Preventive and corrective maintenance of rail vehicles is becoming more and more of a balancing act.

Resilient service partnerships are needed if availability, cost-efficiency and continuous improvement are to be reliably assured in the face of these competing requirements: that’s why we offer a customized service portfolio covering the entire drive train; state-of-the-art, efficiently equipped workshops; employees with the best possible training; and access to a global engineering network.

To prove our faith in the reliability of our products and the quality of our services, we now offer an extended warranty period between overhauls.
High efficiency levels with short lead times
To shorten downtimes, reduce disruptions during operations, and keep the number of spare vehicles within economical limits, your rolling stock have to be ready to go back into service as quickly as possible whenever maintenance or repairs are needed. That’s why we maintain service workshops with the best equipment, optimized processes and thoroughly trained teams of experts to ensure short lead times from inspection and maintenance to repairs, refurbishment and testing.

Extended warranty reduces risk
From professional dismantling and examination to processing reusable components and assembly of new parts: our experts perform the main inspection on your drives and motors with such skill and reliability that we can add years to the warranty between one main inspection and the next. That means you stay on the safe side and can relax about the challenges you face during operation.

Best service from the manufacturer
Knowing the drive train inside and out means analyses can be performed faster and with better focus, reconstruction work can be performed to suit peripheral, refurbished and add-on components, continuous improvements can be performed and the best service can be offered. As the manufacturer, we can offer you more than just decades of experience in the traction industry, but also have direct access to all original documents and construction data for the drive train that are needed for service work.

Global network of experts
Time and availability govern not only operation on the rails but also the provision of services. Our traction services guarantee you a well developed service network to provide quick response times when field service is needed. The experience of engineers and experts from Siemens is available globally.
Main drive overhaul process

Depot

- Drives
- Drives in stock

Collection by Siemens

Siemens Repair Center

- Drives
- Overhauled drives

Return by Siemens