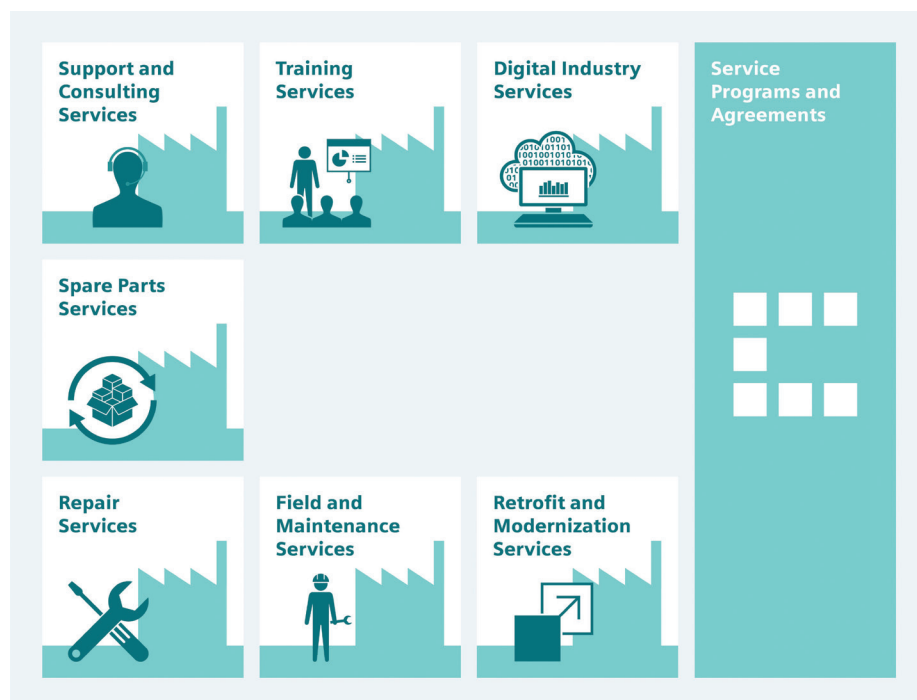




Technical Support Services – Personal Support Options

Support and Consulting Services

Technical Support Services give you the answers you need about Siemens products. With the Personal Contact and Account Liaison options, Siemens assigns a specific support professional to your site, ensuring maximum efficiency when you call for assistance.



Basic Technical Support for current products is provided to all Siemens automation and drive customers at no charge. This service provides up to one hour of support for basic installation, operation, and troubleshooting questions. Basic Support is available from 8 a.m. – 5 p.m. local time, Monday – Friday excluding holidays. Requests are typically processed in the order they are received with an initial response usually in two business hours or less.

The Personal Contact service provides a single point of contact for your support needs. This is ideal during project development where it is essential to have someone familiar with your application as it develops over time.

The Account Liaison option is an assigned professional who visits your site to gain familiarity with your application, determines support needs and conducts monthly reviews with your staff.

We offer two levels of Personal Service: Personal Contact and Account Liaison

- **Personal Contact** provides you with a single point of contact for Basic Support needs during normal business hours, Monday – Friday 8 a.m. – 5 p.m., excluding holidays. A Personal Contact is familiar with your site and staff, ensuring optimum support and efficient problem resolution. Ideally suited for project development or start-up, the Personal Contact option may also be combined with the Priority Technical Support service.
- An **Account Liaison** acts as your inside support advocate with Siemens. The Account Liaison visits your site to become familiar with the application, installed equipment, and support team. Your Liaison monitors your support requests and meets with you monthly to discuss overall support performance, potential issues, and opportunities for improvements. This option is ideally suited for high-volume customers that have ongoing support needs.

Technical Support options - the right level of service to match your needs, skills and budget

	Basic Support – (no charge)	Personal Contact	Account Liaison
Availability	8 a.m. – 5 p.m. local time Monday – Friday, excluding holidays	8 a.m. – 5 p.m. local time, Monday – Friday, excluding holidays.	8 a.m. – 5 p.m. local time, Monday – Friday, excluding holidays.
Call handling	First in, First Out	First in, First out	Site visit, monthly conference
Target response time	2 hours or less	2 hours or less. 30 minutes with Priority Support purchase.	N/A
Service entry	Phone, Online Support Request	Phone	Phone
Typical application	Basic product features and use, First in / First out processing	Project development or start-up	High-volume with multiple simultaneous requests monthly
How to buy	No charge	Only available via an annual SIEPRO Technical Support Agreement	Only available via an annual SIEPRO Technical Support Agreement

Get help when you need it – click or call



Online support request – 24/7 support website

The Industry Online Support site, support.industry.siemens.com, is your central location for comprehensive service and support information. You can even submit Support Requests online (Basic Support only), which saves valuable time. By initiating your support request online, you will also see suggested information related to your question and you can easily track the status of your request.

This site also gives you access to FAQs, manuals, certificates, application examples, tools, and much more. Check out the Online Support Forum, where you can participate in discussions with others and benefit from their knowledge and experience.



Phone support – 800-333-7421

For Basic Support, or to obtain one of our optional Technical Support services, you can also contact our Industry Customer Care Center. Our Industry Customer Care Center is staffed 7 x 24 x 365 with agents available to help you get the support you need. This team is your single point of contact for:

- Technical Support
- Emergency Spare Parts
- Repairs
- Field Service

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