



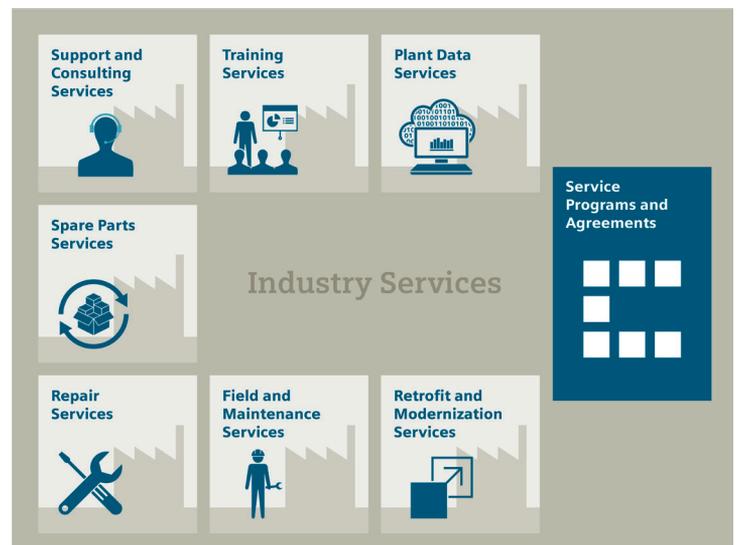
Industry Services

Your plant can do more – with services from Siemens

Optimizing the productivity of your equipment and operations can be difficult, especially with constantly changing market conditions. Working with our service experts makes it easier. We understand your industry's unique processes and offer the services needed to address even your toughest challenges.

You can count on us to maximize your uptime and minimize your downtime, increasing your operations' productivity and reliability. When your operations must be changed quickly to meet a new demand or business opportunity, our services give you the flexibility needed to adapt. We assist in keeping your operations as energy efficient as possible and reducing your total cost of ownership. Additionally, we will secure your production against cyber threats and apply big data analytics to enhance decision making and help your plant reach its full potential.

You can rely on our dedicated team of engineers, technicians and specialists to deliver the services you need – safely, professionally and in compliance with all regulations. We are on-call, on-site and on-line 24/7 to support you where you need us, when you need us.



Benefits of partnering with Siemens Industry Services

- Dedicated U.S. service engineers, technicians and professionals across the country, ready to support you where you need us, when you need us, 24/7
- Unparalleled expertise in automation and drive technology
- Understanding of your industry's unique processes
- Committed to safety, environmental and regulatory compliance at all levels of our business
- We are committed to the success of your operations and taking ownership to deliver the best solutions to you

Support and Consulting Services

- **Industry Online Support site** is your resource for comprehensive information, FAQs and application examples covering all products, systems and services in the fields of automation and drives as well as for the process industry. **Support requests** may also be initiated and tracked on this site.
- **Technical and Engineering Support** specialists provide 24/7 advice and answers for all inquiries about functionality, handling, and fault clearance of Siemens industrial products and solutions – via phone, email, support request, and remote access. Services also cover **obsolete and discontinued products**.

Training Services

- The SITRAIN® program allows employees to learn directly from the manufacturer of the equipment and systems they work on every day. We help you to assess, define, implement and manage a **workforce improvement program** that is customized to your exact learning needs. Courses include **product, safety and certification learning programs** delivered the way you want it - **in-person, virtual instructor-led** or using our **digital environment**.

Spare Parts Services

- **Guaranteed parts availability** ensures critical spare parts your system needs are readily available and shipped quickly from our distribution center. Your downtime is minimized while you also reduce the cost of advance purchase and storing parts on-site. With **extended exchange**, we replace faulty parts for an additional period of time after your standard warranty expires. Our **Asset optimization services** help you design a strategy for parts supply where your investment and carrying costs are reduced and the risk of obsolescence is avoided.

Repair Services

- **Repair and inspection services** are offered on-site and in regional repair centers for fast restoration of faulty devices' functionality. Also available are **extended repair services**, which include additional diagnostic and repair measures, as well as **emergency services**.

Field and Maintenance Services

- Siemens specialists are available around the clock to provide expert **field and maintenance services**, including commissioning, functional testing, **preventive maintenance**, and fault clearance. All services can be included in customized service agreements with defined reaction times or fixed maintenance intervals.

Retrofit and Modernization Services

- **Retrofit and modernization services** provide a cost-effective solution for **expansion of entire plants, optimization of systems** or upgrading existing products to the **latest technology**. Service experts support projects from planning through commissioning.

Plant Data Services

- **Plant Data Services** give you transparency in your industrial processes to gain improvements in productivity, **asset availability** and **energy efficiency**. Production data is recorded, filtered and translated with **intelligent analytics** to enhance decision-making. Data is generated and stored under consideration of **data security** and with continuous protection against cyber attack threats.

Service Programs and Agreements

- A **SIEPRO® Technical Service Agreement** enables you to easily **bundle a wide range of services** into a single **annual or multi-year agreement**. You pick the services you need to match your unique requirements or fill gaps in your organization's maintenance capabilities. Agreements can be customized at any time.

Contact us today - Industry Customer Care Center 800-333-7421

Siemens is your trusted partner for automation and drive technologies. Get the peace of mind you need by working with Siemens to keep your equipment fit across its entire lifecycle. Make our technical and field expertise your competitive advantage.

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