



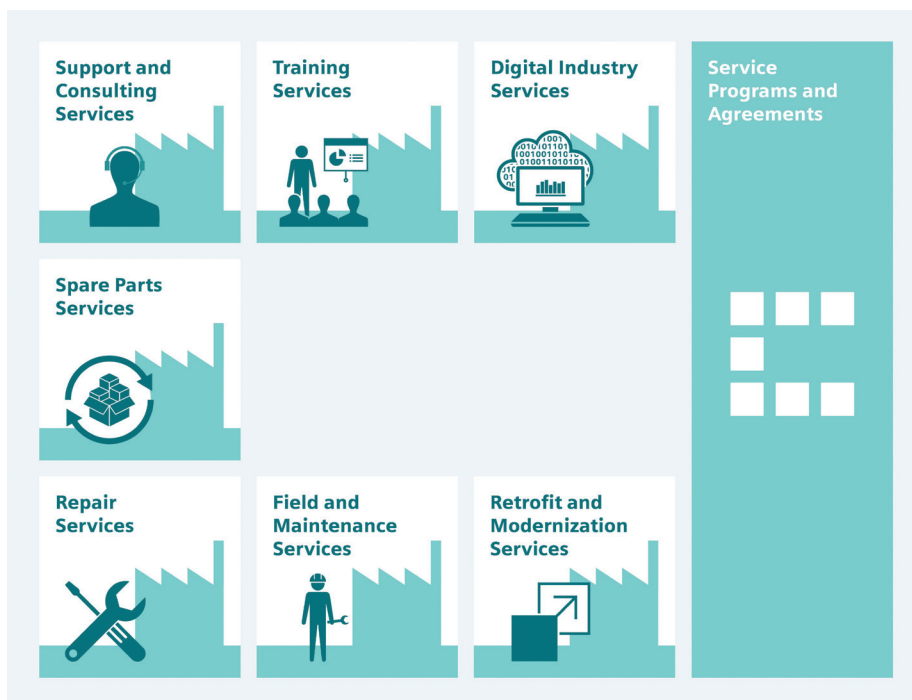
SIEMENS

Ingenuity for life

On-site Field Services

Field and Maintenance Services

Our experienced Field Service engineers and technicians work with you to help keep your plant operating safely and efficiently.



The Siemens field service team has the know-how to get your equipment back online in the shortest time. You can rely on our dedicated engineers and technicians to deliver the services you need – safely, professionally and in compliance with all local and governmental regulations. We are on-call 24 hours, seven days a week throughout the year to support you with installation, commissioning, maintenance, troubleshooting and emergency services. Whether you need us on-site for a half day, a week or full-time for longer periods, our service experts will apply their industry knowledge and process experience to help your team achieve the most efficient and cost-effective production possible.

usa.siemens.com/services

Field Service options – the right level of on-site services to match your needs, skills and budget.

- With a **Block of Hours** contract, you can pre-purchase blocks of hours with a field service engineer to use in whichever way you wish – from preventive service and repairs to managing your spare parts coordination – the choice is up to you. Field service is available for purchase in a block of 40 hours and from there after may be purchased in increments of 8 hours. Hours can be prorated to use during evenings, weekend, and holiday schedules. Blocks of hours allow you to control your costs without the risk of expensive on-demand support services when you encounter field issues. Simply use your hours when needed.
- The **Embedded Engineer** option provides an experienced, full-time Siemens field service engineer at your site. Your embedded engineer is available to complement your staff in the performance of preventive maintenance, upgrades, repairs, troubleshooting, software management and any additional coordination with Siemens support centers. These professionals are trained and qualified in the latest Siemens technologies and thereby allow your staff to remain focused on your core competency – producing your product.
- **Emergency Support** gives you the peace of mind that comes from knowing a field service team member is on-call to respond to unexpected events 24 hours, seven days a week throughout the year.

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 7x24x365 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

Published by
Siemens 2020

Siemens Industry Inc.
100 Technology Drive
Alpharetta, GA 30005

1-800-333-7421
info.us@siemens.com

Subject to change without prior notice
Order No.: CSDS-FS-0120
All rights reserved
Printed in USA
© 2020 Siemens Industry, Inc.
usa.siemens.com/services

The technical data presented in this document is based on an actual case or on as-designed parameters, and therefore should not be relied upon for any specific application and does not constitute a performance guarantee for any projects. Actual results are dependent on variable conditions. Accordingly, Siemens does not make representations, warranties, or assurances as to the accuracy, currency or completeness of the content contained herein. If requested, we will provide specific technical data or specifications with respect to any customer's particular applications. Our company is constantly involved in engineering and development. For that reason, we reserve the right to modify, at any time, the technology and product specifications contained herein.