


SIDRIVE IQ Fleet – Product Sheet and Specific Terms

May 2019

	<p>SIDRIVE IQ Fleet tells you how your motors and converters are doing. The app includes a variety of functions which assist the user to manage maintenance and operations for drive systems. These comprise aggregated statistics and localization of the fleet as well as individual KPIs, logbook and profile and product documentation.</p> <p>SIDRIVE IQ Fleet digitalizes your drive systems – your current benefits include improved maintenance activities, reduced unscheduled down time and increased availability.</p>
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Prerequisites	
Subscriptions	A valid subscription to SIDRIVE IQ Fleet is required.
Hardware	This application is only compatible with data provided through SIMOTICS CONNECT 400.

Description	
<p>SIDRIVE IQ Fleet</p>	<p>Main features of SIDRIVE IQ Fleet:</p> <ul style="list-style-type: none"> • Automated collection, processing and storage of operating data, transmitted by the customer to Siemens from a local SIMOTICS CONNECT 400 module. • Access to the web-based SIDRIVE IQ Fleet for up to five users: <ol style="list-style-type: none"> 1.) General overview of the basic Service Object 2.) Service Object specific views: <ul style="list-style-type: none"> • General overview: Statistics regarding the state of health, operating efficiency • Chart overview: Graphical representation and curves of individual data points and reference values (time series) • Log view: Overview of historical events (status, alarms, faults) • Info view: Service Object (type plate) and Siemens contact person information <p>The contents and scope of views may vary depending on which Service Objects are connected and which SIDRIVE IQ modules are selected.</p> <ul style="list-style-type: none"> • Operation of the data service application, including the IT infrastructure, application management, data quality management, and software updates and maintenance for SIDRIVE IQ modules. • General user support and administration <p>Free trial period: When ordering the corresponding MLFB, the customer, once per Tenant*, will receive the services of SIDRIVE IQ Fleet free of charge for the first three (3) months. During this test phase, the services will be provided in the actual state, excluding any warranty and liability for service quality. The customer may terminate the contract at any time during the trial period to the end of the trial period. The notice of termination must reach Siemens no later than 30 days before the end of the test phase, otherwise the test phase will automatically be transferred into a fee-based contract with a term of one year.</p> <p>Special conditions: The term of the agreement for SIDRIVE IQ Fleet is determined by the selected module (3 months trial or 1 year subscription).</p> <p>This service is performed exclusively for the ordered and described Service Objects in the agreement.</p> <p>During online monitoring, the customer may not directly or indirectly impede the state of the installation (for example in the event of voltage failure, removal of connection cable, switching off instruments or switching off Service Objects).</p> <p><small>*Tenant: A Tenant is a representation of a real-world organization. It covers properties like users, data, assets etc.</small></p>

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<p>App Permissions</p>	<p>This application is operated in data centers in Germany and processes the following data:</p> <ul style="list-style-type: none"> • Temperature • Vibration (3-axels) • Magnetic Field <p>The application performs the following activities which modify or amend Your Content in your SIDRIVE IQ Account on your behalf:</p> <ul style="list-style-type: none"> • Motor state • Vibration monitoring • Temperature / cooling status • Rotating speed • Load • Operating hours • Number of starts • Geo information – customer input (no GPS) – not mandatory • Energy consumption • Service logbook • Service information / Maintenance recommendations
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<p>Specific Terms</p>	
<p>Use Restriction</p>	<p>Please note restrictions that are based on the required hardware (e.g. SIMOTICS CONNECT 400) or the MindSphere Platform.</p>
<p>Service Level Agreement</p>	<p>We will use commercially reasonable efforts to make this application available as described in the Supplemental Terms with a Monthly Uptime Percentage of at least 97%.</p>
<p>Data Use Rights</p>	<p>“Collected Data” means the following data collected by this Application:</p> <ul style="list-style-type: none"> • Temperature • Vibration (3-axles) • Magnetic Field <p>You acknowledge that Collected Data may include copies made by the Application from certain parts of Your Content for use in accordance with this Product Sheet & Specific Terms.</p> <p>During and after the term of the agreement, Siemens and its business partners may use Collected Data for Siemens’ internal purposes (e.g. development or improvement of products or services). On an aggregated basis with other data and in a form that does not identify you or your Users, Siemens shall own and be free to make Collected Data publicly available to you and others (e.g. for information and industry trends, benchmarking data). Use of Collected Data in accordance with this Section will be at our risk.</p>
<p>Third Party Terms</p>	<p>The application contains Third Party services, including open source software, commercial software, or software-related managed services, which are subject to additional or different terms, license rights, or require certain notices by their licensors, which we are obliged to pass on to you as your licensor and to which you agree to abide (“Third Party Terms”). The Third Party Terms are made available on https://sag-drive.apps.mindsphere.io/apps/iqapp/legal-docs/ReadMe_OSS_1_2.htm.</p>
<p>Changes to the Product Sheet & Specific Terms</p>	<p>We may update this document from time to time during a Subscription Term in order to reflect any changes agreed with or imposed by our subcontractors (including changes in open source software license terms) or when we introduce new features, supplements, enhancements or capabilities (e.g. that were not previously included with the subscription, but added for no additional fee). Changes shall become binding upon release of a new version of this document on www.siemens.com/sidrive-iq-terms.</p>
<p>Support</p>	<p>1.1 Online support</p> <p>In the “Product Support” area of the “Siemens Industry Online Support” website (https://support.automation.siemens.com), Siemens shall provide information and downloads for the products and systems listed there.</p>

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	<p>These include, for example:</p> <ul style="list-style-type: none">▪ Answers to frequently asked questions (FAQs)▪ Latest product information▪ Technical data, CAX data and compatibility statements (where available)▪ Updates/upgrades, service packs and support tools for downloading (mostly free of charge)▪ Manuals and operating instructions for downloading as PDF files▪ Approvals, certifications, inspection documents, and characteristic curves▪ Subscription to information on selected topics via the "Newsletter"▪ Web-based access to technical support via "Support Requests" <p>The online support is governed by the latest version of the terms of use for the web pages provided by Siemens. These can be viewed via the following link: http://www.siemens.com/corp/de/index/nutzungsbedingungen.htm</p> <p>1.2 Technical support (Basic)</p> <p>Siemens is available to the customer during normal local working hours in the respective time zones around the world for product-related queries (preferably via an Internet support request) regarding the function and handling of almost all Siemens Industry products and systems.</p> <p>In Germany, the normal local working hours are Monday – Friday 8.00 a.m. to 5.00 p.m., except on Germany-wide and local holidays. Support shall be provided by telephone, email or fax unless it is expressly stated that support shall be provided via remote access.</p> <p>The latest provisions and regulations governing the scope of the support services are available at: https://support.automation.siemens.com/WW/llisapi.dll?func=cslib_csinfo&nodeid1=81719791&lang=de&siteid=csius&aktprim=1&extranet=standard&viewreg=WW&objid=16605032&treeLang=de</p> <p>Basic support is available to you free of charge up to a maximum processing time of one hour. You can also purchase chargeable service packages to ensure that your support requests are processed more quickly or to obtain support for more complex problems. Please ask your Siemens contact which services are available in your Region.</p> <p>The contact details for technical support in other countries are available in the Siemens contacts database: http://www.automation.siemens.com/aspa_app/contactmenu.aspx?ci=yes&lang=de&regid=WW&comptcid=o</p> <p>The technical support experts in Germany can be contacted via the following telephone number: +49 (911) 895-7222. All other service inquiries should be directed to the regional technical control centers.</p> <p>Support is available in English and German.</p>
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Security Information	
General	In order to protect plants, systems, machines and networks against cyber threats, it is necessary that you implement and continuously maintain a holistic, state-of-the-art industrial security concept.