



**SIEMENS**

*Ingenuity for life*

**SINUMERIK**

Support for machine tool dealers  
and importers in the U.S.

[usa.siemens.com/cnc4you](http://usa.siemens.com/cnc4you)

# SINUMERIK

## Keep your productivity in motion

At Siemens, we measure the success of our innovations by customer success. We stand beside you in the search for perfect quality by developing solutions that exceed expectations. For over a half-century, our brand name, SINUMERIK, has become synonymous with innovation and technology leadership in the American machine tool industry.

As your partner in the U.S., we develop an understanding of your needs and goals. Siemens strives to beat your expectations — and our success is measured by the total customer support we provide to you and your customers.

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When the machine shop of the future utilizes Siemens CNC technology, their manufacturing efficiency is taken to the next level. Siemens enables these machine shops to be smarter, more flexible and more competitive.

Therefore, when your customers invest in the machine, insist on the control system that delivers the greatest returns on their machines, people and operations.

**SINUMERIK** delivers the greatest return on CNC.

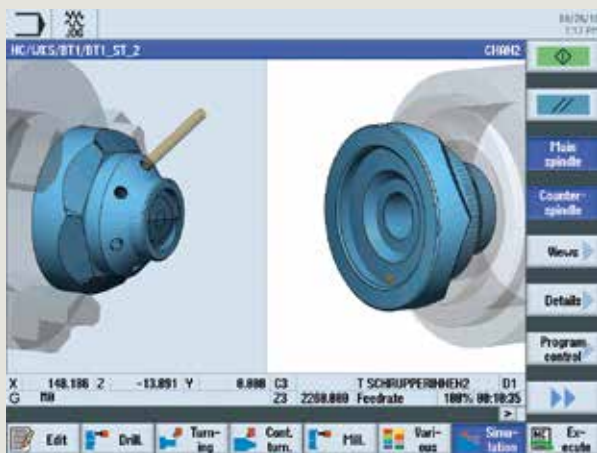
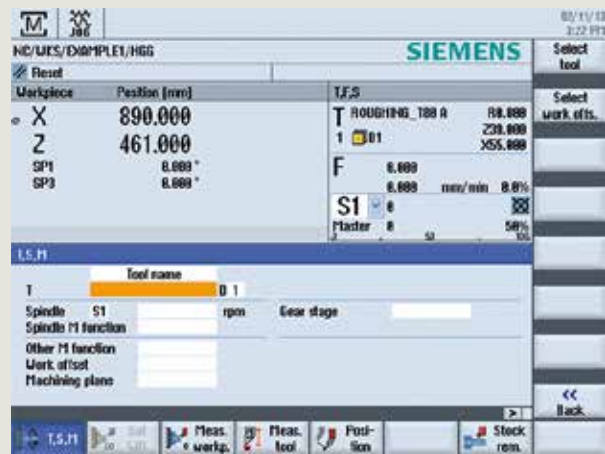
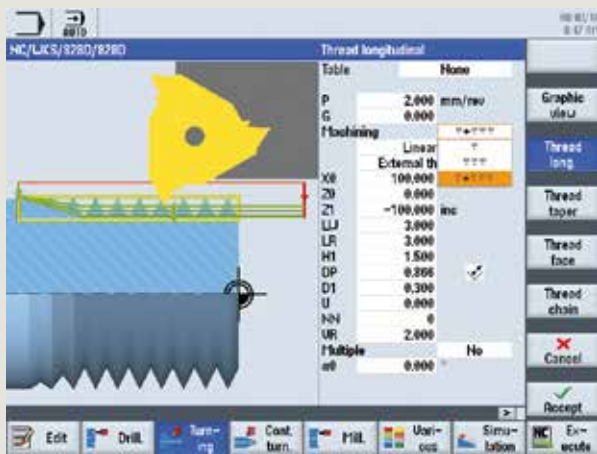
# Our unique features keep your productivity in motion

SINUMERIK sets the standard when it comes to your productivity

Expect more from your machine—and expect more from your CNC supplier.

Our controls do not radically change every three to five years. Instead, our proven technology platform simply continues to evolve.

Siemens offers you such an easy-to-use graphical interface, that it sets the standard for efficient machine tool operation. New features are continually being developed to increase machine performance, usability and profitability.



10 proven features that separate us from the competition

- Conversational programming
- Superior navigation
- Part probing
- Draw/Simulation
- Tool, Spindle, M-code (TSM)
- Return from Jog (REPOS)
- Mid-program Start
- Tool offsets
- Contour editor
- Multiple clamping

# Nationwide customer service

1-800-879-8079

## Always there when you need us

Different applications require different solutions—and with extensive machine tool experience, you can call upon Siemens to assist with questions regarding the functions or handling of SINUMERIK systems.

Whether by phone or e-mail, Siemens experts are available 24-hours a day, 7-days a week to advise and assist you. Siemens is committed to providing you with the best support for your Siemens product.

## Call nationwide customer service 1-800-879-8079

- Option 1: pricing, spare parts, product availability, order status, repair
- Option 2: technical support hotline\*, on-site field service

\* request SR-number for later reference

## Our nationwide customer service

- Technical support
- Spare parts
- Repair
- Order status
- Field service



# Machine assistance

Siemens stands behind its products, solutions and services

## Our machine assistance

- Machine registration
- Warranty
- International coordination



## Machine registration

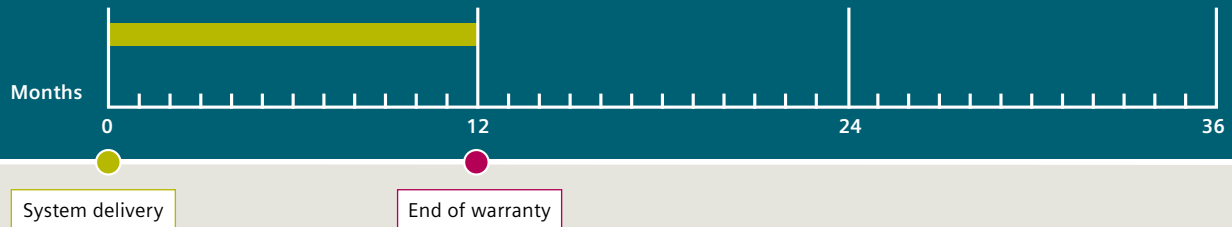
For the best service and support, make sure to register your machine. It's quick and easy — it's also required to activate your warranty for Siemens components inside the machine.

To register, please visit [www.usa.siemens.com/machine-registration](http://www.usa.siemens.com/machine-registration) or contact your Siemens representative as listed at the end of this brochure.

## Warranty handling

- Call Siemens customer service: 1-800-879-8079
- To activate the warranty for Siemens parts in a machine, machine registration is required in the Siemens Global Service Platform (GSP)
- Parts and labor for the SINUMERIK 840D sl are covered with an activated Repair Service Contract (RSC)
- Parts and labor for the SINUMERIK 808D and 828D are covered with an activated On-Site Service (OSS)
- Parts can be exchanged in the U.S. regardless of where the machine was originally built

## SINUMERIK 808D/828D/840D sI unregistered machines



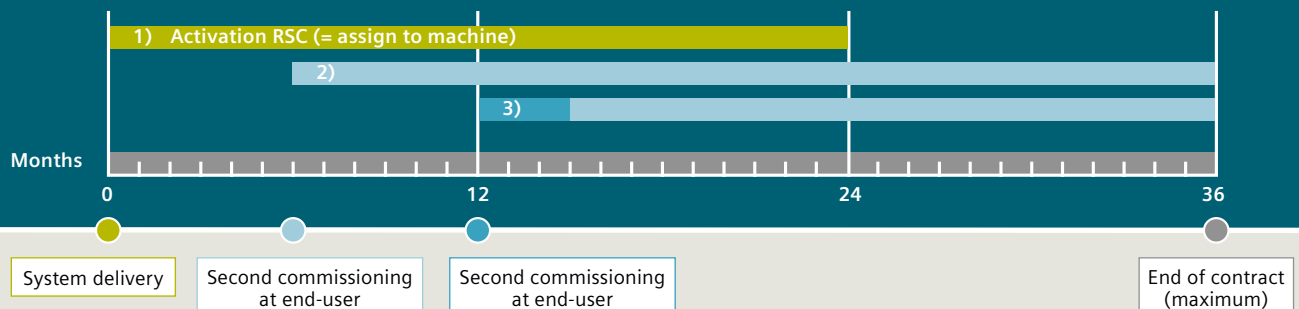
- Part exchange under warranty only if the machine was registered with Siemens (proof-of-purchase date required)
- System delivery = transfer of risk (Siemens shipment date to the machine tool builder)
- Warranty on parts (labor not included)

## SINUMERIK 808D/828D with OSS (On-Site Service = automatically activated with registration)



- 1) 24-month on-site service (OSS) starts with delivery from the Siemens factory to the machine tool builder
- 2) Registration within 24-months prompts that the period will be extended up to 36-months from delivery
- 3) If no registration within 24-months is done, the OSS ends 24-months after delivery
- 4) OSS extension is available for SINUMERIK 828D if a registration has been completed within 24-months after delivery
- 5) OSS covers the cost of one day on-site assistance at the end-customer (unconditional) per machine

## SINUMERIK 840D sI registered/purchased (e.g. 24-months) RSC (Repair Service Contract)



- 1) Contract activation of RSC within 12-months after delivery of the system (control)
- 2) Contract starts with finished second commissioning date, but at the latest, 12 months after delivery
- 3) If second commissioning finished date is after 12-months of delivery, the end of the contract is:  
end of contract = delivery date + 12 months + RSC duration (e.g. maximum 36-months after delivery)
- 4) RSCs are available for 12- or 24-month periods
- 5) One-time RSC extensions are available for 6- or 12-months

# Training options to meet your needs

## Webinars, virtual training, classroom-style training

Online training					
	Audience	Duration	Dates	Web links	Charge
<b>Webinars (live instructors)</b>					
Program commonality between ShopMill, programGuide, CAD/CAM and ISO-mode	Dealers Importers Users	1.5 hrs	Subscribe to be notified about upcoming dates and topics	<a href="http://www.usa.siemens.com/cnc-webinars">www.usa.siemens.com/cnc-webinars</a>	Free
SINUMERIK 808D Milling, Working with CAD/CAM and the high speed CYCLE832 function					
G-code programming with programGuide for turning					
<b>Webinars (recorded)</b>					
Easy CNC with ShopMill — setup and programming SINUMERIK 840D and 828D	Dealers Importers Users	1.5 hrs	Any time at your convenience	<a href="http://www.usa.siemens.com/cnc-webinars">www.usa.siemens.com/cnc-webinars</a>	Free
Easy CNC with ShopTurn — setup and programming SINUMERIK 840D and 828D					
Setup and programming with the SINUMERIK 808D milling control					
Advanced milling cycles for the SINUMERIK 828D and 840D sl CNCs					
Online Service and Support					
Animated Elements, the ultimate help for machining cycles					
Best practices for integrated machine safety					
How to program your SINUMERIK CNC from a DXF file					
Achieve the perfect workpiece surface with SINUMERIK MDynamics					
SINUMERIK HMI Operating Areas					
Factory automation technologies for automotive applications					
<b>Individual online training</b>					
<ul style="list-style-type: none"> <li>▪ Custom-tailored, private, online training classes for customers covering any facet of operation and programming within the SINUMERIK CNC offering.</li> <li>▪ SINUMERIK 808D, 828D and 840D sl systems are all supported.</li> <li>▪ These sessions are typically 1–2 hours in length and can span multiple days.</li> <li>▪ For more information, please contact your Siemens representative as listed at the end of this brochure.</li> </ul>					





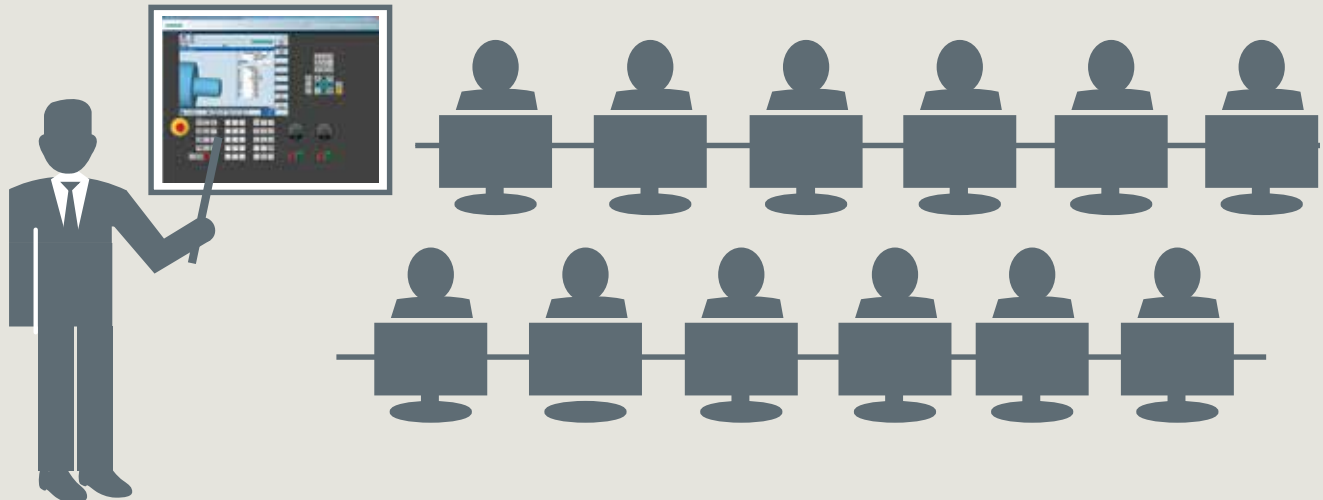
- ### Our training options
- Sales and service
  - Web-based
  - Hands-on
  - Operation and programming

Classroom training				
<b>SINUMERIK 840D sl (CNC)</b>				
840D sl Maintenance 1 with Operate	OEMs Commissioning	<a href="http://www.sitrain-lms.com/courses">www.sitrain-lms.com/courses</a>	multiple options	Charge
840D sl Maintenance 2 with Operate				
840D sl Operations and Programming 1 with HMI Operate				
840D sl Safety Integrated Acceptance Test Workshop				
840D sl Safety Integrated for OEMs				
840D sl Safety Integrated Maintenance				
<b>SINAMICS drives</b>				
SINAMICS S setup and maintenance	OEMs Commissioning	<a href="http://www.sitrain-lms.com/courses">www.sitrain-lms.com/courses</a>	multiple options	Charge
<b>SIMATIC S7 with Step 7 V5 (PLC)</b>				
S7 Programming 1	OEMs Commissioning	<a href="http://www.sitrain-lms.com/courses">www.sitrain-lms.com/courses</a>	multiple options	Charge
S7 Programming 2				
S7 Programming 3				

Please inquire about the many additional classes we offer, in addition to the classes listed above.

# Technical Application Center

Programming, operation and dealer service training options to meet your needs



The intuitive, PC-based SinuTrain solution comprises software that is identical with that of the CNC system.

Our Level 1, 2 and 3 hands-on, classroom-style courses have been created with machine tool programmers and operators in mind. With SinuTrain, our PC-based, control-identical software, you'll quickly learn various methods to program and operate SINUMERIK CNC-equipped machines.

We also offer a dealer/importer service course for the SINUMERIK 828D and 840D sl controls. Read on to learn more.

## Level 1: ShopMill and ShopTurn

Upon completion of this course, you'll be able to create part programs using ShopMill and ShopTurn, setup jobs through the jog functionality, as well as run parts in auto mode. You will be provided with a complimentary copy of SINUTRAIN for SINUMERIK Operate at the end of the class.

Basic knowledge of operation and programming of milling and turning machines is required.

## Level 2: programGuide for Milling and Turning

Upon completion of this course, you'll be able to create part programs in G-code using programGuide, setup jobs through the jog functionality, as well as run parts in auto mode. You will be provided with a complimentary copy of SINUTRAIN for SINUMERIK Operate at the end of the class.

Basic knowledge of operation and programming of milling and turning machines is required. Attendance to the Level 1 ShopMill and ShopTurn class is recommended.

## Three levels of training for SINUMERIK 828D and SINUMERIK 840D sl

Course	Audience	Class size	Duration	Location	Charge
<b>Operation and programming:</b> Level 1 ShopMill / ShopTurn	<b>Programmers Operators Users</b>	12 students	3 days	Elk Grove Village, Illinois	Free*
<b>Operation and programming:</b> Level 2 programGuide for milling and turning	<b>Programmers Operators Users</b>				
<b>Operation and programming:</b> Level 3 5-axis and high-speed milling	<b>Programmers</b>				
<b>Dealer Service:</b> SINUMERIK 828D / 840D sl	<b>Dealer Service</b>				

Learn  
more



\*There is no fee for the workshop. Participants are responsible for their own travel and living expenses. Lunch will be provided.

### Level 3: 5-axis and High-Speed Milling

This advanced-level course covers special aspects of 5-axis operation and programming, and addresses high-speed cutting (HSC) for applications that use SINUMERIK 828D / 840D sl controls. Each student will be provided with a complimentary copy of SINUTRAIN for SINUMERIK Operate at the end of the class.

Knowledge of, and experience in, programming SINUMERIK 840D sl including: coordinate systems FRAME concepts, tool compensations, program jumps and control structures, macro technology and parameterization of standard cycles. Attendance to the Level 2 programGuide programming class is strongly recommended.

### Dealer Service for SINUMERIK 828D / 840D sl

Upon completion of this training course, dealer service personnel will be able to install and service a SINUMERIK 828D and 840D sl-equipped machine tool.

Basic knowledge of digital drive systems, computer numerical controls (CNC) and programmable logic controllers (PLC) is required.

For complete details and to register, visit [www.usa.siemens.com/cnctraining](http://www.usa.siemens.com/cnctraining)

# Marketing support

## The world of SINUMERIK at your fingertips

### It's a big country — so how do we connect with huge opportunities?

Siemens takes an integrated marketing and communications approach to promote the SINUMERIK CNC brand. This approach includes a number of avenues such as traditional print advertising and PR, along with a number of digital, interactive marketing platforms.

- You'll find us in leading print magazines such as Manufacturing News, Modern Machine Shop, Industrial Machinery Digest, Manufacturing Engineering and more.
- Meet us at industry-leading tradeshows like IMTS, EASTEC, SOUTHTEC and WESTEC.
- Learn about Siemens CNC technology and best-practice applications through our extensive video library of technical webinars, how-to videos and customer testimonials.
- We've created a CNC app that's in the minds and pockets of over 50,000 users, plus we've got quite the following on social media, too.
- We'll even support you during open house events and tradeshows with print collateral, posters and rollup banners — just ask.

### Our marketing support

- Web
- Apps
- PR
- Video
- Social media
- Print collateral
- Tradeshows and events





### [usa.siemens.com/cnc4you](http://usa.siemens.com/cnc4you) — the SINUMERIK CNC user community

CNC4you is the Siemens online community where you'll find testimonial videos about our customers and their machine tool applications, webinar replays, how-to videos, virtual product tours, trial software and even technical documentation.



Discover  
the world  
of CNC4you

### Easy CNC mobile app

This app contains all of the current training manuals for SINUMERIK CNC and will ensure you always have the latest updates. With no more heavy manuals to carry, you have access to over 5,000 pages of vital CNC instruction and content.

A handy G-code compatibility tool also lets you quickly find compatible codes for Siemens and ISO G-codes. The glossary feature is your reference guide to CNC terminology, and web-links to service, support and social media feeds open the door to our online user community.

Don't wait — download the Easy CNC app for your iOS and Android devices for free.



Download  
the app

### Social media

Like us and follow us — let's be social. Stay up-to-date with the latest CNC information from Siemens. Make sure to follow us on Twitter and Facebook.



[twitter.com/siemens\\_cnc\\_us](https://twitter.com/siemens_cnc_us)

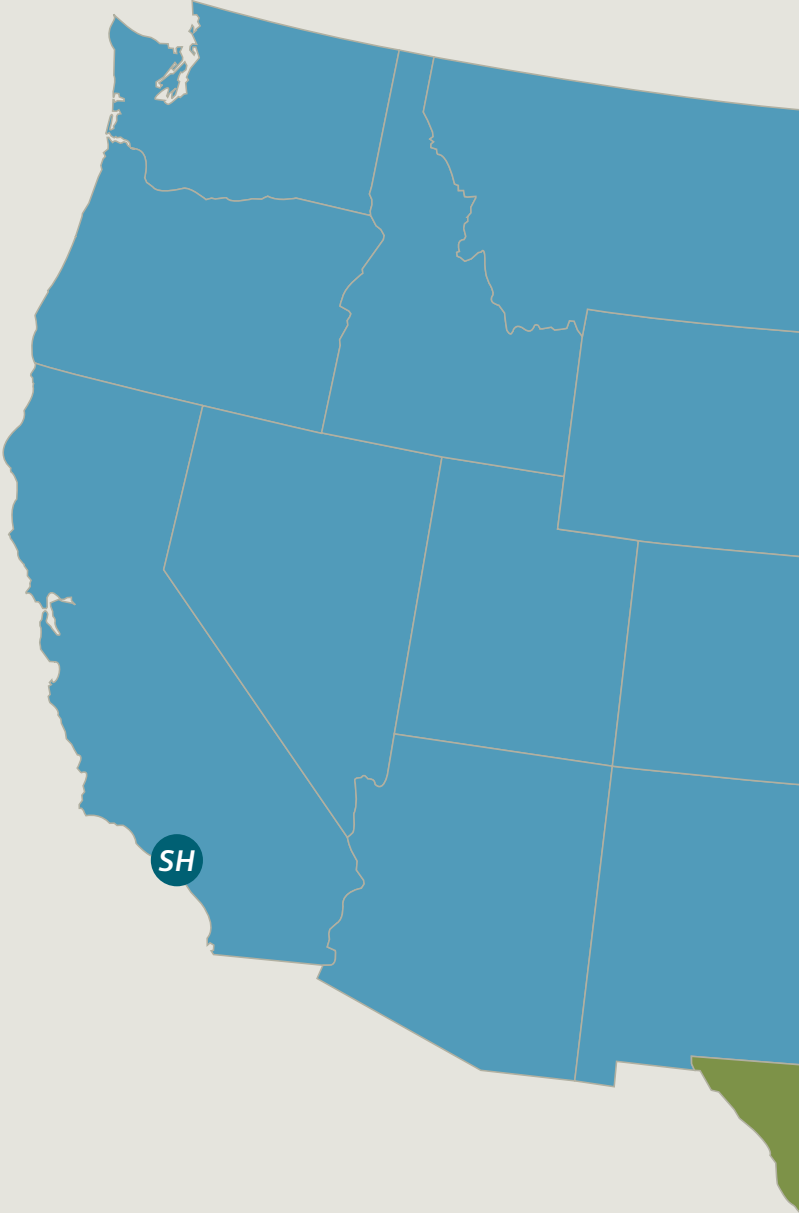


[facebook.com/SiemensCNC](https://facebook.com/SiemensCNC)

# Your local Siemens support

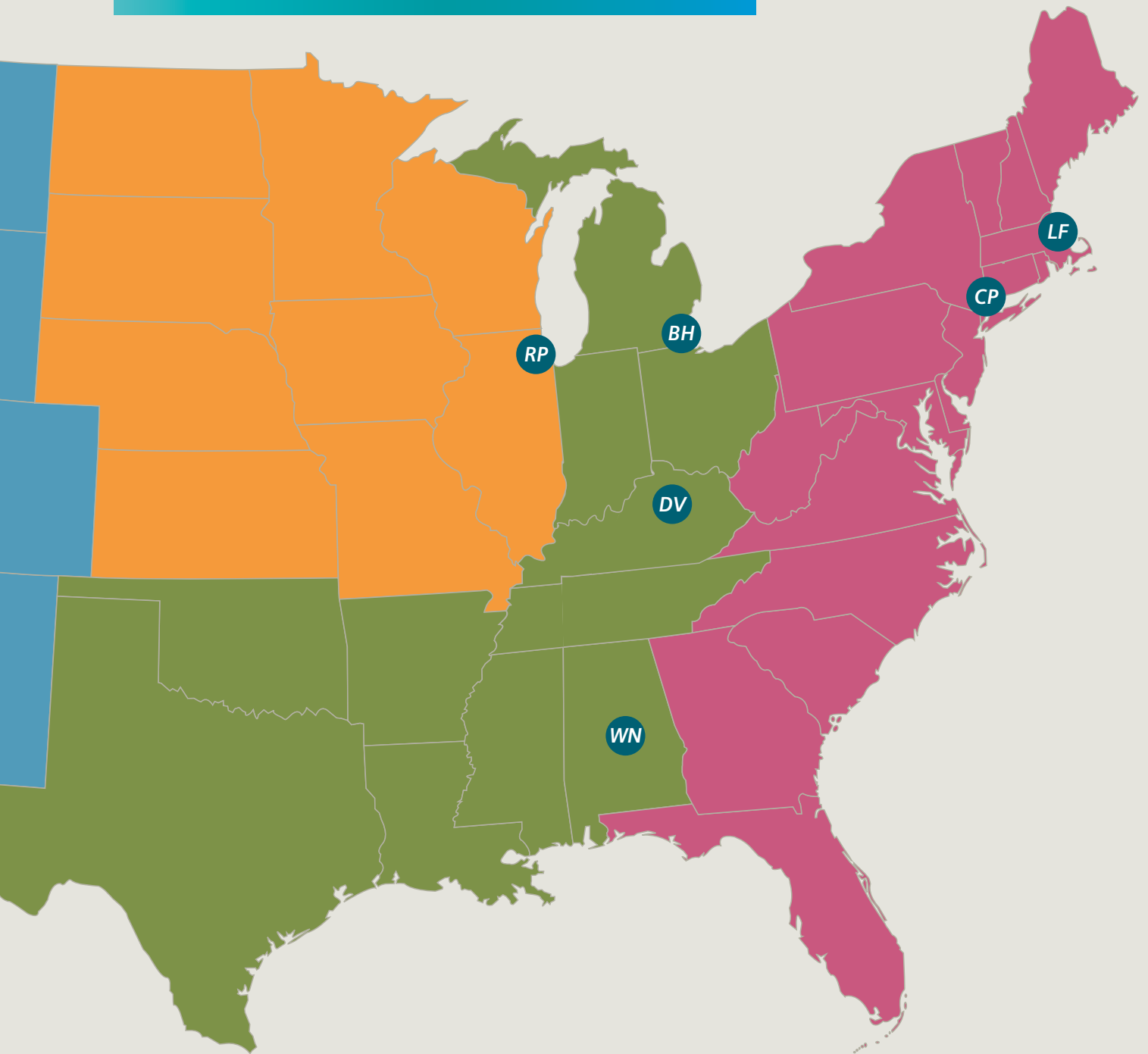
We're a well-coordinated team

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## Our team offers you

- Sales support and sales training
- Technical school education programs
- Training in machine tool programming and operation



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