SIEMENS

Data Sheet

Comfort AI

Building X



Building X's Comfort AI is a cloud-based, AI-powered automation and control solution to optimize comfort by proactively calculating indoor temperature and commanding it to the building without human interaction. Comfort AI processes hundreds of data points and creates a tailored thermal model of each zone in the building. Comfort AI works 24/7 and computes optimal setpoints every 15 minutes. As time goes by Comfort AI's models improve, delivering not only better results but also reacting better to seasonal changes as well as to unexpected events such as heat waves or changes in the building's usage.

- Closed Loop Optimization
- Building Level Overview
- Tracking of Comfort Compliance
- Activation and Deactivation at Any Moment

buildingx.siemens.com

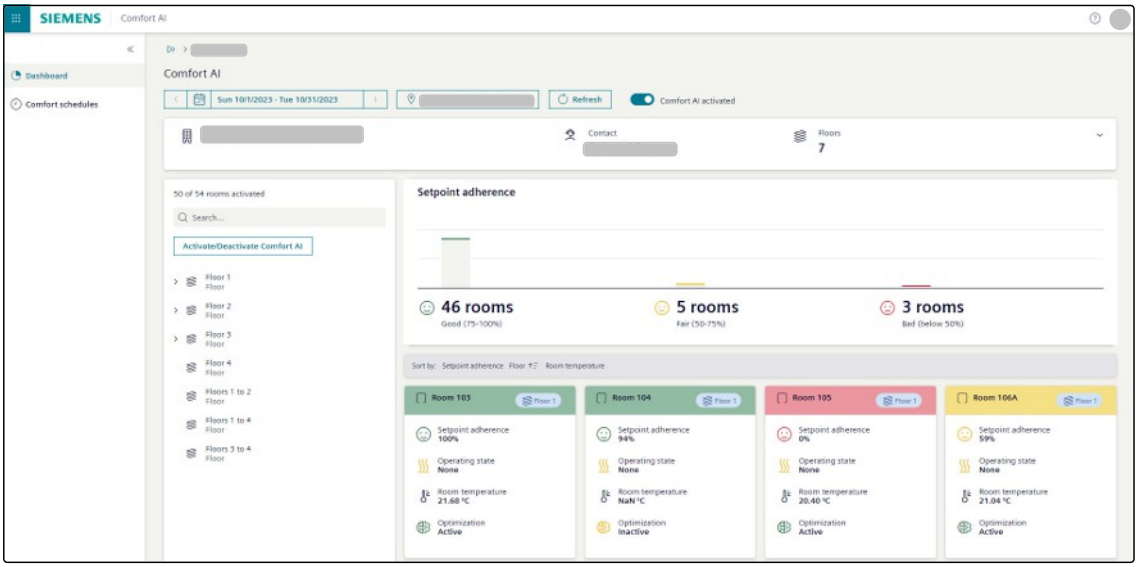
Functions

Closed Loop Optimization

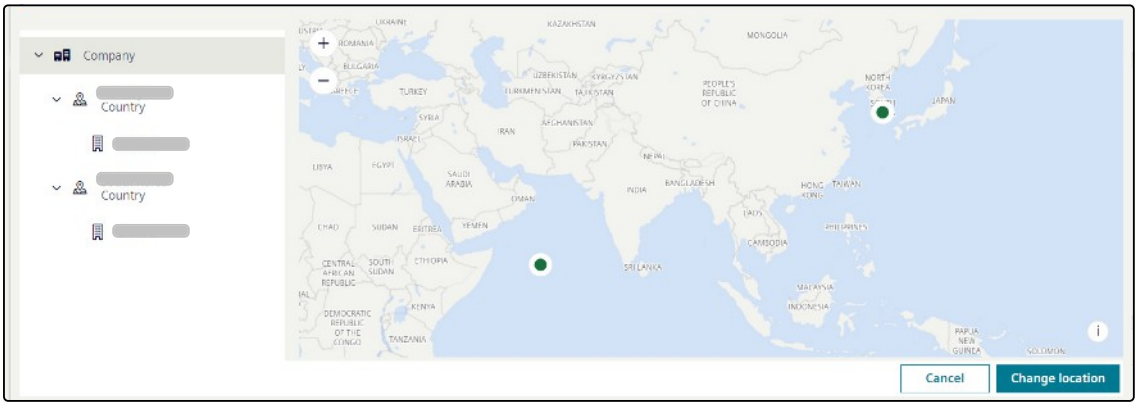
Comfort AI's 24/7 closed loop optimization can work with radiators, fan coil units and variable air volume (VAV, FPU) systems, regardless of manufacturer and without a BMS. The optimization scope goes down to room level, delivering highly tailored optimization strategies to each indoor space taking into consideration factors such as its HVAC equipment, the amount of solar radiation according to the space's orientation and the outside weather.

Building Level Overview

Comfort AI is designed to optimize and control rooms and other indoor spaces in a building. The building-level overview allows users to visualize all the spaces where Comfort AI has been deployed and their optimization status. All rooms and relevant information are shown in a list grouped by floor that can be searched and filtered on various criteria. A card-view visualization also gives an overall status of the Comfort AI's optimization besides a categorization according to each room's comfort compliance.



Users can switch between different buildings and the selection is stored so it can be applied at the next login.



Tracking of Comfort Compliance

Comfort Compliance is defined as the percentage of time a space's indoor temperature has remained between the expected comfort bounds, or in other words, the percentage of time that a building was able to provide a comfortable environment to its tenants.

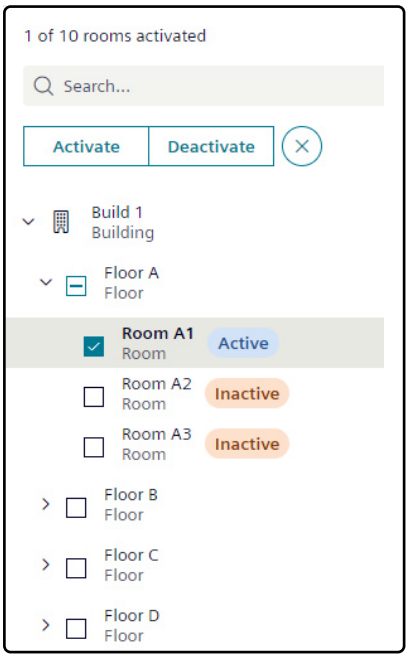
Comfort AI provides a detailed view of the comfort compliance of every room subject of optimization in a building. The users can see historical data about indoor temperature behavior, such data can be queried for different periods (months, weeks, days, etc.), the users can zoom in and out specific timespans with a granularity of minutes.

Besides the historical data, Comfort AI also shows real-time data from the room.



Activation and Deactivation at Any Moment

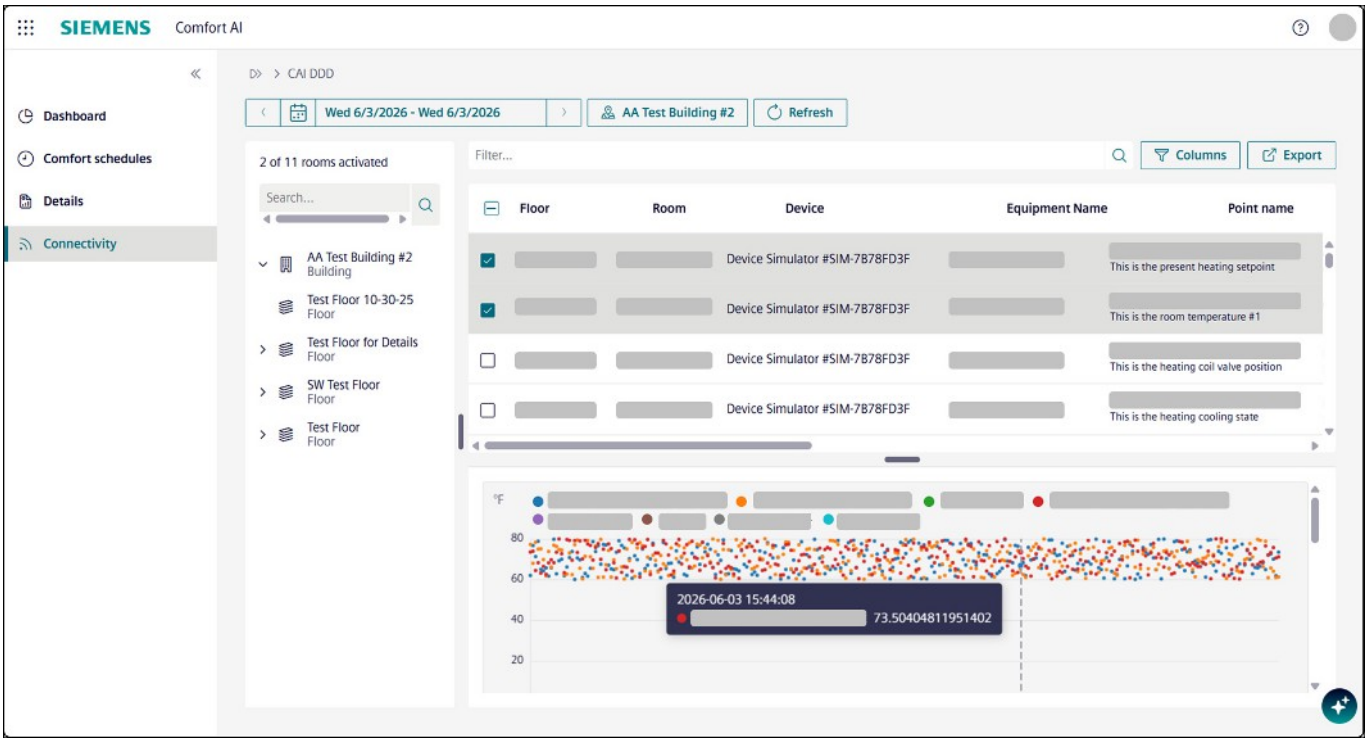
Comfort AI can be activated or deactivated at any time and with immediate effect. This action can be done at room, floor or building level with just a few clicks.



Whenever a re-activation occurs, Comfort AI can resume the optimization right away without requiring additional time to retrain models.

Configuration

The Connectivity page provides advanced users with a comprehensive, exportable summary of all data points and their connectivity, visualized through intuitive charts. This feature significantly enhances insight into the crucial building-to-cloud connection by displaying key properties like floor, room, device, and equipment, along with vital statistics on disconnected, invalid, and valid data samples. Points can be easily filtered by floor and room hierarchy, streamlining data analysis and troubleshooting.



Building X Platform

Accounts Application

Ability to manage users with a role-based access control. New users can be invited to access the Cloud Service and given appropriate access rights via user groups. Users can log in with two-factor authentication and manage their user account themselves. Data can be logically grouped into partitions and given access via user groups.

Devices Application

Ability to manage Connected Devices compatible with the Cloud Service.

Data Hosting and Data Usage

Hosts and processes personal and non-personal data in data centers located in Europe. For information regarding processing of personal data and locations Customer may refer to the Data Privacy Terms: https://siemens.com/dpt

Ask Building X

Ability to ask questions in different languages about Building X technical information, utilizing GenAI.

Subscription

The subscription plan depends on the agreement between Customer and Siemens.

1) Default Subscription Plan if the customer purchases the subscription via the Siemens online store

	Comfort AI
Functions	
Building X Platform	✓
Closed loop optimization	✓
Building level overview	✓
Tracking of comfort compliance	✓
Activation/deactivation of Comfort AI	✓
Configuration page	✓
Terms	
Subscription metric	per Site per year (100 data points included)
Subscription term	Annually, auto-renewal
Billing term	Annually, payment in advance
Upscale	Effective immediately, pro-rated billing
Downscale/Cancellation	Effective with end of subscription term
Connected Devices	To be purchased separately
Permitted Users	Unlimited, Extended Use

	Comfort AI 100 Data Points - Add-on
Subscription metric	per 100 data points per year
Subscription term	Annually, auto-renewal
Billing term	Annually, payment in advance
Upscale	Effective immediately, pro-rated billing
Downscale/Cancellation	Effective with end of subscription term
Connected Devices	To be purchased separately
Permitted Users	Unlimited, Extended Use

The Comfort AI subscription plan is the regular, scalable Offering for this Cloud Service. The subscription term is twelve (12) months with automatic renewal; the Cloud Service fee is paid in advance. The subscription plan can be upscaled at any time and Cloud Service fees for upscales are calculated on a pro-rated basis. The Customer can also scale down the Cloud Service effective with the end of the current subscription term. The subscription fee will be adjusted for the upcoming billing term. The Cloud Service can be cancelled any time, effective with the end of the current subscription term.

The subscription plan can be purchased for the Comfort AI per Site, each including 100 data points for free use.

Data point packages, each comprising 100 data points, can be purchased additionally based of project requirement, at the start or at a later point when needed.

Customer may purchase required Connected Devices separately.

Extended Use entitles Customer to authorize its Affiliates and third parties to access and use the Cloud Services in accordance with the rights set out in the Terms and Conditions.

2) Custom Subscription Plan

Any subscriptions that are not purchased via a Siemens online store are Custom Subscription Plans. Under a Custom Subscription Plan the details regarding functions, subscription metric, term, billing, up- and downscaling, Connected Devices as well as Permitted Users are set out in the agreement between the Customer and Siemens.

Prerequisites

Supported Connected Devices

The Cloud Service is currently compatible with commercially available Connected Devices. Connected Devices enable the Cloud Service to exchange data with the technical building infrastructure. A description of the available Connected Devices is provided below.

	List of Supported Connected Devices
SIEMENS: Connect X200	The Connect X200 edge gateway is powered with DC 24V or AC 24V and may require an enclosure. The Connect X200 includes embedded software (for example, firmware and factory installed applications collectively referenced herein as Software) to supply building data to this Cloud Service.
SIEMENS: Connect X500	The Connect X500 edge gateway is powered with DC 24V and may require an enclosure. The Connect X500 includes embedded software (for example, firmware and factory installed applications collectively referenced herein as Software) to supply building data to this Cloud Service.
SIEMENS: Connect Software	Connect Software edge gateway is running on Windows 10 or Windows 11 Hyper-V and requires computer hardware. Connect Software includes multiple software applications collectively referenced herein as Software to supply building equipment data to this Cloud Service.
SIEMENS: Desigo CC	Desigo CC software product is running on Windows computer hardware. The supported software version is Desigo CC V7 or higher. Desigo CC includes multiple software extensions collectively referenced herein as Software to supply building data to this Cloud Service.
SIEMENS: Desigo SLX (Niagara Framework)	Desigo SLX / Niagara Framework® running as Supervisor on a PC or JACE® is supported for this Cloud Service. The supported Niagara versions are 4.14 and 4.15. The Building X Connector for Niagara™ must be deployed on the Niagara Framework® to supply building data to this Cloud Service. The Tridium EULA is applicable, see https://www.tridium.com/us/en/eula. Niagara FIPS mode and web proxy configuration are not supported.

To use the Cloud Service, a Connected Device must be installed on site, fully operational and connected to the Internet. The Customer is responsible for the provision of the Connected Device on site and all associated costs for the provision of the Cloud Service in accordance with the associated documentation for the Connected Device.

Web browser and Viewing Devices

Chrome is recommended to use the Cloud Service, but other standard browsers might also serve this function. Screen resolution of 1920x1080 pixels or higher is recommended for best user experience.

Internet Connection

The bandwidth of Customer’s internet connection determines the performance of the Cloud Service.

Ordering

To order a subscription plan and connected devices, Customer must request a quote from its Siemens sales representative.

Product Documentation

1) Product Documentation under a Standard Subscription Plan

General Contractual Documents	Links
Building X - Comfort AI Data Sheet	www.siemens.com/buildingx/data-sheet/comfort-ai
Supplemental Terms for Buildings	www.siemens.com/buildingx/data-sheet/supplemental-terms
General Software Terms and Cloud Supplemental Terms	https://www.siemens.com/si/cloud/terms
Base Terms International	https://www.siemens.com/si/cloud/terms
Siemens Acceptable Use Policy	https://www.siemens.com/si/cloud/terms
Minimum Terms	www.siemens.com/buildingx/data-sheet/minimum-terms
Data Privacy Terms	https://www.siemens.com/dpt/si
Data Privacy Terms Annexes Building X	https://www.siemens.com/dpt/si
EU Data Act	https://www.siemens.com/buildingx/terms

2) Product Documentation under a Custom Subscription Plan

The contractual documents and the Product Documentation are set out in Siemens' offer to the Customer.

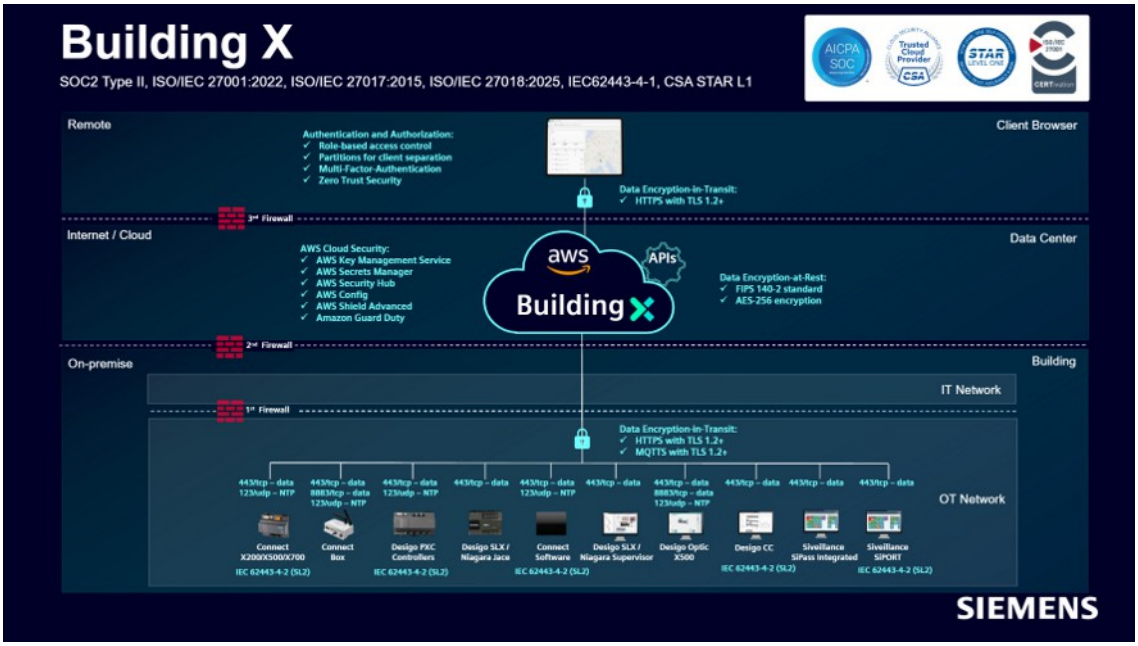
3) Technical Documents

Technical Documentation	Link
Building X - Online help	www.siemens.com/buildingx/sid

4) Compliance

Cybersecurity	Link
Cyber Security Alliance - STAR Level 1	https://cloudsecurityalliance.org/star/registry/siemens-ag/services/building-x
IEC 62443-4-1	https://www.siemens.com/en-us/system-certificates/si-b/
ISO/IEC 27001:2022	https://www.siemens.com/en-us/system-certificates/si-b/
ISO/IEC 27017:2015	https://www.siemens.com/en-us/system-certificates/si-b/
ISO/IEC 27018:2025	https://www.siemens.com/en-us/system-certificates/si-b/
SOC 2 Type II Report	Report available on request
SOC 3 Report	https://www.siemens.com/en-us/system-certificates/si-b/

Topology



The topology shows the superset of possibilities for connecting data to Building X. The options available for this Digital Service can be found in the list of supported connected devices and third-party software connectivity.

Data communication between the Connected Devices on-premises and the Cloud Service requires internet connectivity (to be provided by the Customer).

Specific Terms

High-Risk Use

Customer acknowledges and agrees that:

a) the Offerings are not designed to be used for the operation of or within a High-Risk System if the functioning of the High-Risk System is dependent on the proper functioning of the Offerings; and
b) the outcome from any processing of data through the use of the Offerings is beyond Siemens' control.

Gen AI disclaimer

This offering is based on Artificial Intelligence technology, i.e., machine learning is used to predict optimal indoor temperature leveraging building operational data and weather forecast. The Offering may be accompanied by Generative artificial intelligence ("GenAI") service such as Ask BX, including chatbots and assistants at a price or free of charge. AI generated or based Content, results and responses may not be entirely accurate or reliable.

For details on GenAI services, refer to Siemens' "Artificial Intelligence Terms of Use | Siemens Software".

Service Level Agreement

Siemens shall use commercially reasonable efforts to make the Cloud Services available for a yearly uptime percentage of ninety-eight percent (98%).

Except for:

a) Planned downtime, agreed downtime, routine and emergency maintenance,
b) Cyberattacks,
c) the public, third party and/or customer's internet and communications networks,
d) data, software, hardware, telecommunications, infrastructure, power, build-packs or networking equipment not provided by Siemens,
e) Customers and Users negligence or failure in using the Cloud Service and/or in not following the instructions of published documentation,
f) system configurations and platforms not supported by Siemens,

g) system administrations, action, commands and file transfers of Customer or User,
h) modifications or alterations not made by Siemens,
i) unauthorized access via Customer's credentials and/or
j) any other failure outside of Siemens reasonable control.

Customer Support

Siemens offers helpdesk support. Customer may contact its local Siemens representative for support requests. Customers can also submit a support request online: https://www.siemens.com/support-request.

Issued by
Siemens Switzerland Ltd
Smart Infrastructure
Global Headquarters
Theilerstrasse 1a
CH-6300 Zug
+41 58 724 2424
www.siemens.com/buildingtechnologies

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