



# SIEMENS



Industry Services

## Field services for reliable drive technology



### Technology-based services for a greater competitive edge

Minimum downtime and the optimum use of staff and resources are key to sustainable success in industry. Siemens provides the basis for greater productivity, flexibility, and efficiency with technology-based services throughout the lifecycle of an industrial plant – reliably, globally, and around the clock. In-depth technology and product knowledge as well as industry expertise within Siemens' global network of experts ensure a considerable competitive edge.

### The challenge:

#### Ensuring availability – with customized service features

Perfect system integration and fault clearance as well as preventive maintenance and upkeep are the key to the optimum availability of machines and plants. However, the time expenditure and personnel costs for this are often made at the expense of the actual business. This can be avoided with qualified external service providers such as Siemens, without compromising contractual security and reachability, and coordination and customization designed to meet the requirements of customer and process.

Answers for industry.



Prompt clearance of faults is vital at all times and not just in emergencies. As a preventive measure, tailored service contracts with clearly defined maintenance intervals and arrival times also play a fundamental role in increasing plant availability. This is the precise purpose of Siemens startup and maintenance services – and they are intended not only for products and systems from Siemens Industry Automation and Drive Technologies, but also for hardware from third party suppliers.

**The solution:**  
**Expert field services**

The spectrum of services covering all aspects of startup and maintenance on site ranges from simple fault clearance through to the fully inclusive, customized service agreement. Specialists from Siemens Industry Services are available at strategic locations worldwide round the clock to provide fast reliable support with the fault clearance of plants and with the everyday use of products and systems from Siemens. All service deployments are planned and coordinated by the responsible regional service center according to the customer's requirements. That also applies for emergency services outside normal working hours.

The range of services for putting machines, converters and complete plants into operation comprises, for example:

- Checking the installation
- Function tests
- Parameterization
- Integration tests on machines and machine components
- Trial operation
- Final acceptance testing
- Training of personnel

Siemens Industry Services also offers regular inspections, preventive maintenance plans and proactive servicing measures, tailored in close consultation with the customer to their specific criteria.



### **Startup by specialists**

The experienced, qualified service employees at Siemens Industry Services are specialized in the startup of highly modern, complex drive systems and also have access to expert knowledge from cross-sector applications and projects in a global service network. This creates the required flexibility for all kinds of different applications. The particular focus here is on solutions for constant-speed and variable-speed drives and motors up to 100 MW using low and medium voltage technology, as well as auxiliary equipment of all kinds in the oil & gas, chemical, energy, steel, and paper industries, in shipbuilding and mining, the cement industry and the water & waste water and wind energy sectors

#### **The benefit:**

##### **Manufacturer quality solutions**

- High flexibility and an excellent cost/benefit ratio thanks to drive-specific global resource management for the deployment of highly qualified converter and motor specialists
- Short communication paths and direct contact with the manufacturer in close cooperation with the local service department

### **Checking windings with diagnostic measurement and test methods**

Qualified testing of the motor winding for polarization, insulation resistance, dissipation factor and partial discharge play a crucial role in ensuring the fault-free running and the availability of high voltage motors over the entire lifecycle of a plant. These tests and diagnostics can now be carried out on site as well by means of modern, portable measuring equipment and qualified analyses. Archived measured values from production and quality assurance are also available for Siemens motors.

#### **The benefit:**

##### **Assured availability over the whole lifecycle**

- Maximizing the service life of electrical machines and reduced downtimes and breakdown costs due to early detection of operationally or environmentally induced weak points and ability to plan suitable countermeasures
- Documentation with recommended action and data archiving for reference measurements and trend analyses

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**Siemens AG**  
Industry Sector  
Customer Services Division  
Lifecycle Services for Large Drives  
Vogelweiherstr. 1–15  
90441 Nuremberg  
Germany

E-mail: [ld-service.i-cs@siemens.com](mailto:ld-service.i-cs@siemens.com)

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