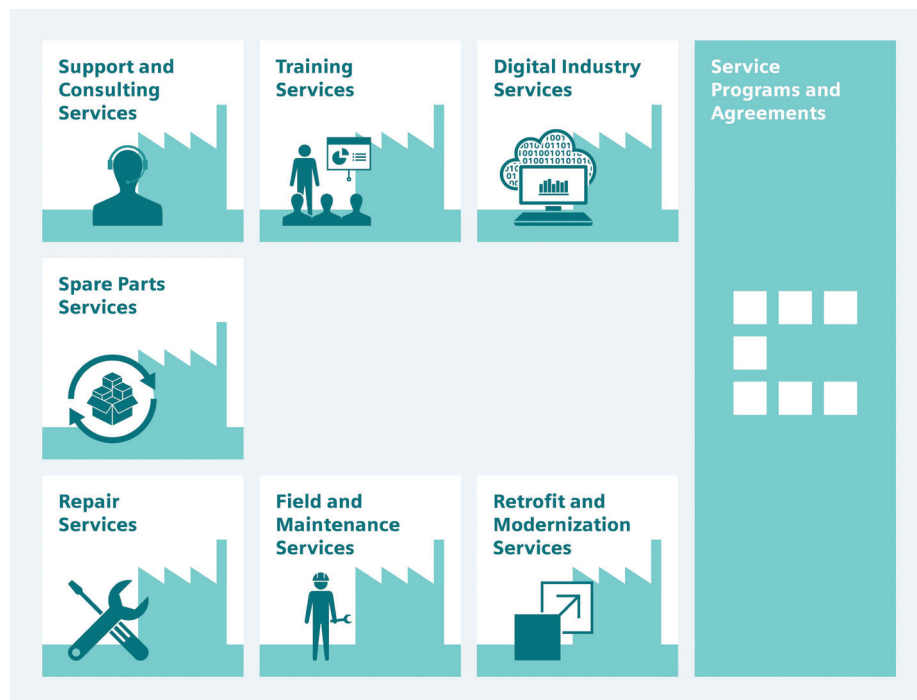




## Technical Support Services – Mature Support

Support and Consulting Services

Technical Support Services give you the answers you need about Siemens products. Extend the life of your installed products with **Mature Support**.



**Basic Technical Support** for current products is provided to all Siemens automation and drive customers at no charge. This service provides up to one hour of support for basic installation, operation, and troubleshooting questions. Basic Support is available from 8 a.m. – 5 p.m. local time, Monday – Friday excluding holidays. Requests are typically processed in the order they are received with an initial response usually in two business hours or less.

**Mature Product Support** is an optional service that allows you to receive continued Basic Support for Siemens automation and drive products that are at the end of their lifecycle or are no longer in production. This service is ideal for those situations where the ongoing operation of a machine or process yields a better return on your investment than do the efficiencies gained from a control system upgrade or retrofit.

## Mature Support

- Mature Product Support provides continued Basic Support for Siemens cancelled and discontinued products. A listing of mature products is available on our Siemens Industry Online Support website ([support.industry.siemens.com](http://support.industry.siemens.com)). Mature Product Support is available during normal business hours, 8AM – 5PM local time, Monday – Friday excluding holidays. Requests for Mature Product Support can be processed through our Industry Customer Care Center (800-333-7421) or through our Online Support Request, but for the fastest processing the Industry Customer Care Center should be used. Mature Support may be purchased with other optional services such as Priority Support (daytime only) or Extended Support. Mature Product Support is not available outside of normal business hours.

## Technical Support options - the right level of service to match your needs, skills and budget

	Basic Support – (no charge)	Mature Support
Availability	8 a.m. – 5 p.m. local time Monday – Friday, excluding holidays	8 a.m. – 5 p.m. local time Monday – Friday, excluding holidays
Call handling	First in, First Out	First in, First Out
Target response time	2 hours or less	2 hours or less
Service Entry	Phone, Online Support Request	Phone, Online Support Request
Typical application	Basic product features and use, First in / First out processing	Basic Support for older products that need to be kept in operation
How to buy	No charge	Single use <ul style="list-style-type: none"><li>• Credit card at time of need</li><li>• Automation Value Card</li></ul> Unlimited use for 1 year <ul style="list-style-type: none"><li>• SIEPRO Technical Service Agreement</li></ul>

## 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](http://support.industry.siemens.com)) is your central location for comprehensive service and support information. You can submit Support Requests online (Basic Support only), which saves valuable time and allows you to easily track the status of your request. By initiating your support request online, you can also view suggested information related to your question.

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 by phone. 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

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