



SIEMENS
Ingenuity for life

SIEPRO® Technical Service Agreements for Process Instrumentation

Whether you are a small, mid-size or large manufacturer, a Technical Service Agreement (TSA) can help boost your business' operating efficiency, reduce down time and widen your competitive edge. Our range of industry services for process instrumentation includes maintenance, application inspection, and spare parts options. A TSA lets you choose the exact services you need to create a tailored program that best complements your plant, resources, and budget.

Siemens gives you options to bundle our most popular services in a cost-effective contract. You will be able to precisely budget your annual maintenance expenses with predictable charges. Best of all, the scope of your agreement can be expanded to solve new challenges or take advantage of emerging business opportunities.

Within the scope of a TSA, Siemens offers three pre-configured service packages for our process instrumentation customers.

The **Silver package** includes our standard recommended services to keep systems operating efficiently and reliably plus a fixed labor discount.

The **Gold package** includes all of the features defined in our silver package plus priority phone support, prepaid blocks of service hours and additional discounting including parts and products.

The **Platinum package** provides our most comprehensive level of service agreement and includes everything contained within Silver and Gold packages plus additional service blocks, greater discounting and two full days of onsite Level 2 Engineer instruction and consultation.

Benefits of choosing a Process Instrumentation TSA include:

- Price stability through predictable costs and optimized maintenance expense
- Preventive maintenance that improves availability and reduces risk of failure
- Budget transparency and payment options to suit your operations
- Reduce unplanned downtime and costly emergency repairs
- Genuine Siemens spare parts guaranteed
- Relief of company's own maintenance resources

usa.siemens.com/services

Choose the right service level for your plant, staff and budget.

Services include	Silver	Gold	Platinum
Basic Support	✓	✓	✓
One Time Calibration	–	–	–
Recurring Calibration	✓	✓	✓
Onsite Level 1 Consultation	✓	✓	✓
Priority Support	–	–	–
Prepaid Blocks of Service Hours	–	8 Included	16 Included
Level 2 Engineer Instruction and Consultation	–	–	–
Service Rate Discount	5%	10%	15%
Spare Part & New Product Discount	0%	5%	10%

Basic support – Includes technical phone and e-mail support for product troubleshooting

Onetime Calibration – A single visit to calibrate and/or verify your process instrumentation device is operating within factory guidelines.

Recurring Calibration – A maintenance program with visit frequencies tailored to your specific needs.

Onsite Consultation – While onsite our Level 1 engineer will take time to review existing and new applications with your staff and make recommendations to increase plant reliability.

Priority Support – Technical support requests will be sent to the top of the queue with a guaranteed 30 minute response.

Prepaid Blocks of Service Hours – Discounted service "blocks" that can be used any time for any onsite service requests with a Level 1 Engineer. (Travel expenses not included)

Level 2 Engineer Instruction and Consultation – Two full days of onsite instruction and consultation with a Level 2 Engineer helping you to build necessary staff skills and extend asset lifecycles.

Labor and Spare Parts Discounts – A discount structure with fixed pricing and cost transparency to help improve budget planning and your bottom line

Our Knowledge – your Success

From day one, you benefit from our comprehensive technology know-how and the industry-specific competence of our dedicated team of engineers, technicians, and specialists to deliver the services you need – safely, professionally and in compliance with all regulations. We are on-call, on-site, and on-line 24/7, to support you where you need us, when you need us. Call us today at 1-800-333-7421 to get started.

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