

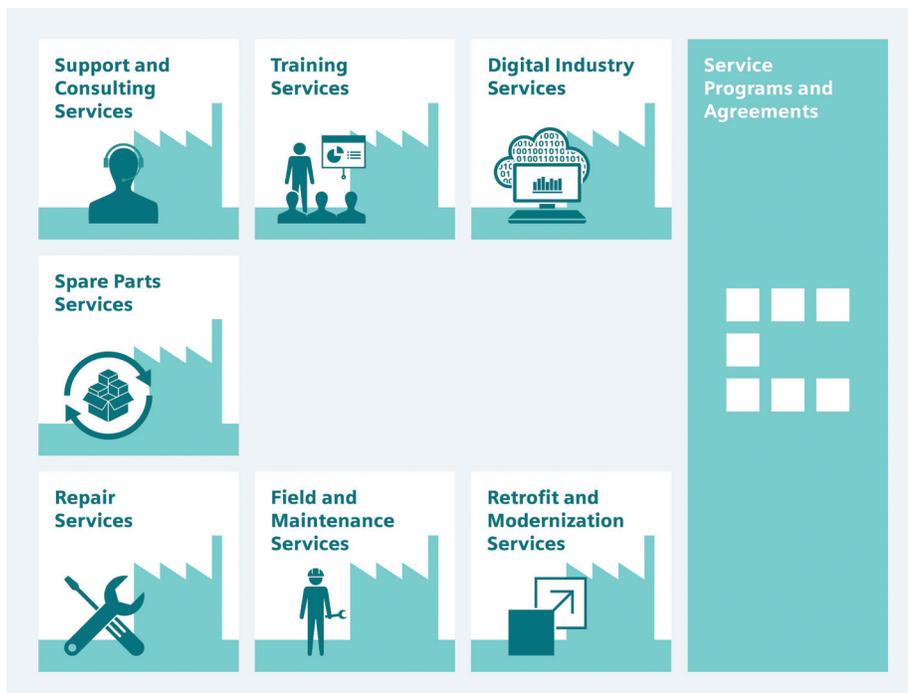
SIEMENS

Ingenuity for life

Extended Exchange, Guaranteed Availability and Asset Optimization Services

Spare Parts Services

Spare Parts Services provide guaranteed OEM parts and optimized inventory management solutions for higher plant availability and reduced maintenance costs.



The right spare parts at the right time are essential for keeping downtime to a minimum and maintenance costs in check. Regional spare parts warehousing ensures that system-compatible components are available as quickly as possible, anywhere in the world. To serve your needs, Siemens stocks more than 20,000 new and refurbished items in our warehouses, including automation, controls, drive and CNC parts, as well as pre-assembled, standard/core motors for many configurations.

Spare Parts Services for the fastest delivery and optimal stocking levels

In times of growing cost pressure, spare part inventory and logistics offer considerable potential for improvement that can lead to lower costs. Many companies, however, underestimate the amount of these savings, so the potential opportunity remains hidden. Working with Siemens to implement a spare parts strategy will allow your organization to minimize the risk to the business of not having the right spares on-hand and product obsolescence while simultaneously minimizing the capital invested.

- **Guaranteed Availability** assures that the recommended spare parts your system needs are readily available and ship within four hours of your request from one of our regional stocking facilities. Reducing on-site storage and ensuring parts are available from our inventory eliminates obsolescence and malfunctioning risks, as well as reduces the high costs related to on-site parts storage. When combined, this option offers overall cost reduction and increased uptime.
- **Extended Exchange Option** provides no charge replacement of faulty products you designate for a length of time beyond our standard warranty period. The length of the replacement period can be selected in half-yearly increments to a maximum of 60 months.
- Our **Asset Optimization Service** helps you to economically manage your on-site spare parts inventory by striking a balance between higher availability and level of capital investment. Overstock of spare parts in the interest of ensuring availability is expensive, takes up too much room, and is inefficient. To have the right amount of stock you must understand the impact of not having the part but also the likelihood that you will need it. This simple premise could save your company from holding thousands of dollars in unnecessary spare parts.

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), is your central location for comprehensive service and support information. You can even submit Support Requests online (Basic Support only), which saves valuable time. By initiating your support request online, you will also see suggested information related to your question and you can easily track the status of your request .

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. 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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