

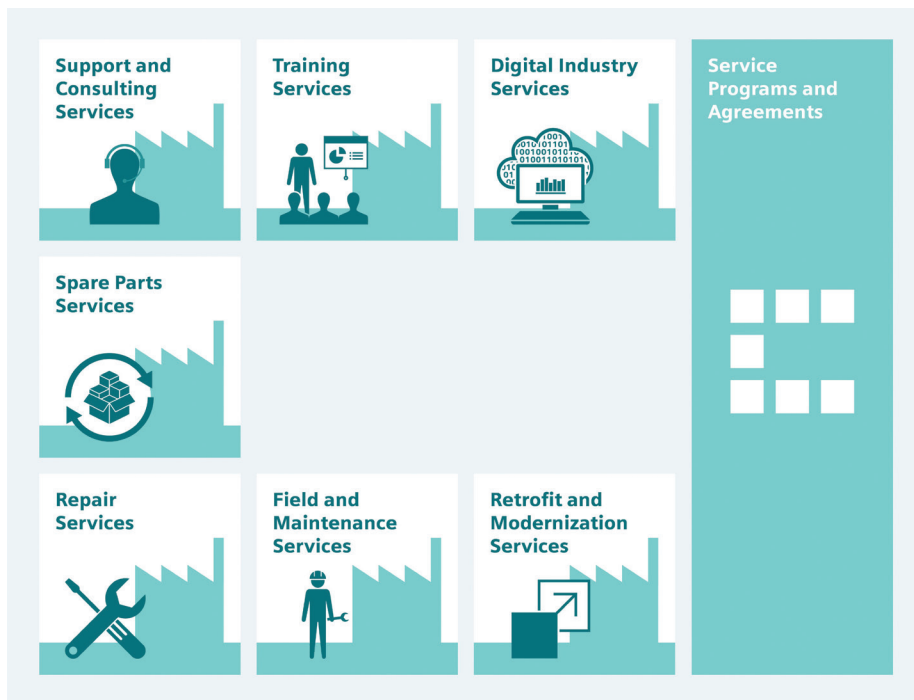
SIEMENS

Ingenuity for life

Technical Support – SIMATIC Remote Support Services™

Support and Consulting Services

Our Technical Support specialists are ready to consult with you on questions of functionality and the application of Siemens products and technologies.



SIMATIC Remote Support Services™ provides a low-cost and fast solution for reactive troubleshooting of the cause of equipment issues via remote diagnosis. Using a secure connection, our Technical Support specialists can access your system via desktop sharing. This gives specialists a direct view of the local situation, which enables them to provide fast and effective support and where possible, address the issue remotely. Even in cases where remote repair is not possible, the information obtained via remote diagnosis can support the Siemens field service engineer dispatched to the site.

For more advanced diagnostics, Siemens also offers remote condition monitoring and asset analytics services that help you to increasingly act in a preventive manner, rather than waiting to react in case of an emergency.

Remote condition monitoring uses sensors and online monitoring devices to collect and record specified data for select equipment in your plant. Through remote monitoring and diagnosis, many developing faults can be detected at an early stage. This means that maintenance can be performed as needed, rather than at fixed intervals.

We continuously monitor certain important parameters within the data collected, such as oil pressure, oil temperature, vibration levels, statistic data (for instance, number of starts, etc.), or equipment reliability data. The real-time information

is transferred via secure internet connection to an operating center where it is sorted, correlated and analyzed. If values exceed or fall below the defined limits, a message automatically triggers and is displayed locally. When purchased in conjunction with our Remote Support Services, a technical support specialist can initiate remote repair.

Where necessary, Siemens field service technicians travel to the site to address the issue indicated in the message. Whether on-site or remote, we access data sets containing your sensitive information in strict accordance with Siemens security and privacy policies.

Get help when you need it – click or call



Online support request – 24/7 support website

The Industry Online Support site is your central location for comprehensive service and support information from Siemens. This site gives you access to FAQs, manuals, certificates, characteristics, application examples, tools, and much more. In the Online Support Forum, you can participate in forum discussions and benefit from the practical knowledge of other users and communicate with them directly.

Want to save some time? Submit your Basic Support Request online. By initiating your request online, you will see suggested information related to your question and you can also easily track the status of your request via a unique Service Request (SR) number.

You can open a support request at the Industry Online Support site, support.industry.siemens.com



Phone support – 800-333-7421

Requests for Priority Support and Extended Support are placed via a telephone call only. This speeds up response time and in some instances, you may be transferred immediately to the next available technical support specialist. In other cases, your support request will be reviewed by a service specialist and quickly re-assigned to a technical agent for examination and return call.

Contact Technical Support via telephone at 800-333-7421.

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