

The Siemens logo is displayed in a bold, teal, sans-serif font.

Ingenuity for life

Extended Exchange Option (EEO)

Spare Parts Services

Extended Exchange Option provides the replacement of faulty products you designate for a length of time beyond the standard warranty period, reducing the financial risk associated with parts replacement.

Support and
Consulting
Services



Training
Services



Digital Industry
Services



Service
Programs and
Agreements



Spare Parts
Services



Repair
Services



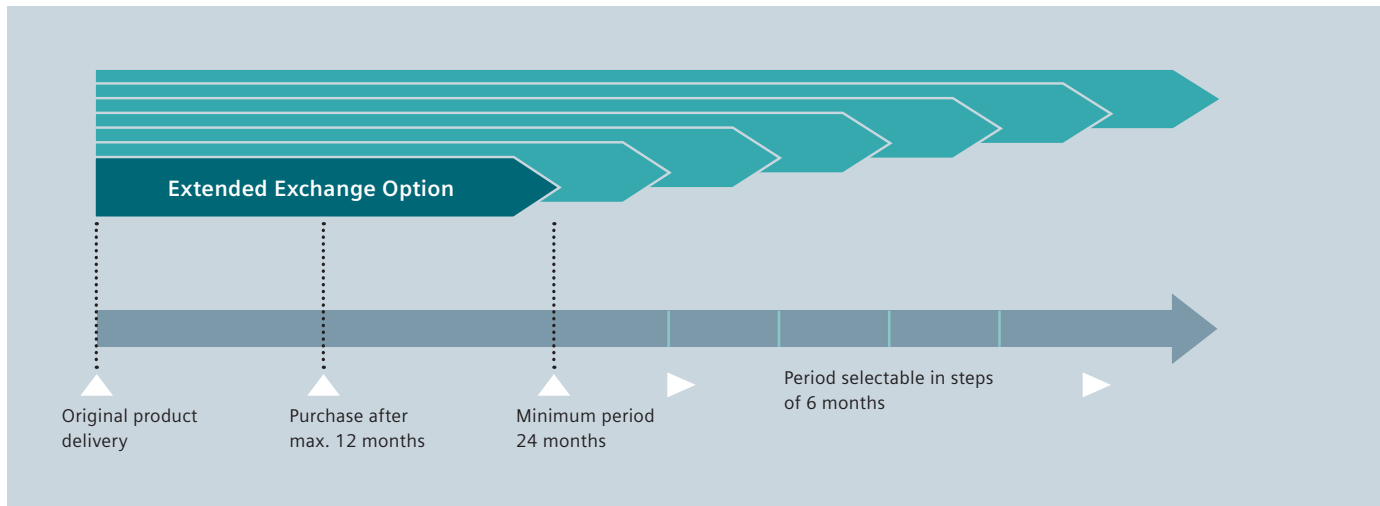
Field and
Maintenance
Services



Retrofit and
Modernization
Services



The Extended Exchange Option (EEO) offers replacement of defect products and systems that have failed during use in accordance with their proper purpose, for example due to material faults. The plan can be purchased up to 12 months after product delivery and is available in 6 month increments. The minimum warranty extension is 24 months after delivery up to a maximum of 60 months after delivery.



Within the duration period chosen and for products specified under the EEO, you will receive a replacement product of like kind and quality, at no charge.

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

Published by
Siemens 2020

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Order No.: CSDS-EEO-0120
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