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Repair Service Contract 2.0
for machine tools

Flexible risk protection and planning security for
machine tool manufacturers and dealers

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Repair Service Contract 2.0 for machine tools

Full service package for machine tool manufacturers and dealers

Scope of service for SINUMERIK 840D sl system at a glance:

- Fast fault clearance by qualified Siemens' qualified service specialists, including function testing and documentation
- Permanently agreed, country-specific response times
- Repair or replacement of defective components in the field

The challenge: ensure high machine availability

Unexpected defects of components can result in a long, unscheduled downtime and costly production losses. The risk increases when the local maintenance team has insufficient knowledge and there's no way to perform the necessary repairs quickly and cost-efficiently. In addition process effort is required to implement repairs, which may include verifying warranty claims and budgeting unexpected repair costs.

The solution: Planning security and high machine availability, thanks to the Repair Service Contract(RSC)

The Motion Control Repair Service Contract (RSC) combines all repair services for the SINUMERIK 840D sl system within the warranty period and protects machine manufacturers and dealers from risk. Our service specialists respond as quickly as possible. All service activities for clearing faults in the machines defined in the contract are covered at fixed, flat-rate prices.

Repair Service Contract 2.0. You can flexibly book services, due to three additional options, to fulfill your individual wishes and requirements



Basic

Qualified repair service at fixed, flat-rate prices

The basic agreement covers fast fault clearance in the field, including the repair or replacement of defective components. The response times are defined, taking into account country-specific conditions.

Your benefits

Higher machine availability due to shorter response times and fast fault clearance as well as predictable service costs, even for unexpected repairs. These benefits are also available worldwide, thanks to our global service infrastructure. There's no obligation to supply proof of warranty claims throughout the warranty period.

Three options – many benefits

With its expanded range of services, the Repair Service Contract 2.0 for machine tools gives you concrete benefits. Choose one option or combine them individually.



Option 1 Flexible RSC start

The Repair Service Contract begins with the conclusion of commissioning on the end-customer's premises. This can be flexibly contracted up to 24 months after delivery of the Siemens components installed in the machines.



Option 2 Earlier start of the service period

Services under the Repair Service Contract 2.0 can be used even before commissioning on the end-customer's location. An additional service period begins in the place of performance other than the final installation site when the final commissioning report is submitted to the machine manufacturer and dealer.



Option 3 Multiple contract extensions

The variable contract extension makes it possible to extend the term of the contract to a total of up to 60 months.

Your benefits

The extended contractual lead time is appropriate for longer machine manufacturing times and sales channels. This facilitates flexibility in production and warehousing.

Your benefits

Protection from risks thanks to the early start of service. All claims under the Repair Service Contract can be reported as early as the time of commissioning on the machine tool manufacturer's site.

Your benefits

Increased productivity and planning security, thanks to extended contract terms and longer risk protection.

Motion Control Services: services designed with you in mind

We are there to support you, our customers, throughout the entire lifecycle of your production systems. Whether it's for drives, motors, or numerical controls, for machine manufacturers, dealers, or machine user, or for product development, production operation, or optimizations: We're where our customers are, all over the world. Our services put our customers in the position to improve transparency, use all kinds of resources and machines more efficiently, more productively, and more flexibly, and ensure availability. We're there for our customers as a skilled partner when it comes to developing new business models – to make the most of the vast opportunities offered by digitalization and secure a lasting competitive advantage. And we're still on hand to provide traditional services like repairs and spare parts for your maintenance needs, quickly and reliably.

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The requested performance features are binding only when they are expressly agreed upon in the concluded contract.

