

Customer Services

Field and Maintenance Services

- Supervision
- Erection and Commissioning
- Project Management
- Preventive Maintenance

Repair and Emergency Services

- Repair Services
- Emergency Services

Spare Part Services

- Spare Parts
- Strategic Spare Part Program
- Spare Part Management
- Obsolescence Management

Modernization and Retrofit Services

- Modernization and Retrofit
- Refurbishment
- Upgrade & Uprate
- Extension

Digital Services

- Monitoring & Diagnostics
- Remote Services
- Asset Management
- Cyber Security

Training Services

- Product Training
- Customized Training
- On-site Training
- Certification & Qualification

Support and Consulting Services

- 24/7 customer support
- On-site Condition Assessment
- Asset Audits
- Asset Consulting

Service Programs

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V2.0.

SIEMENS
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Customer Services
For High Voltage Products

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Customer Services

Make the most of your energy assets

High voltage equipment and other energy infrastructure typically lasts well beyond its warranty period. More than 2000 Siemens employees around the world are ready to support your equipment across its entire useful lifetime. Our services include operation and maintenance, repair and retrofit, final disposal and more.

Also, Siemens can help you proactively care for your assets, providing failure-free operation and extending useful life. We offer a wide array of condition monitoring solutions and asset management and consulting services.

With over 160 years of OEM experience, we are a partner you can trust.

Emergency Services & Repair

- Contractually confirmed times for response, reaction and repair, and for expert availability
- Exclusive access to certain spare parts, or confirmed reduced delivery time for spares
- Minimize outage time with fast repair
- Minimize losses from system outages



Protect your investment in your assets, by maximizing useful lifetime, availability and reliability.

Customer requests, during and after the asset warranty period

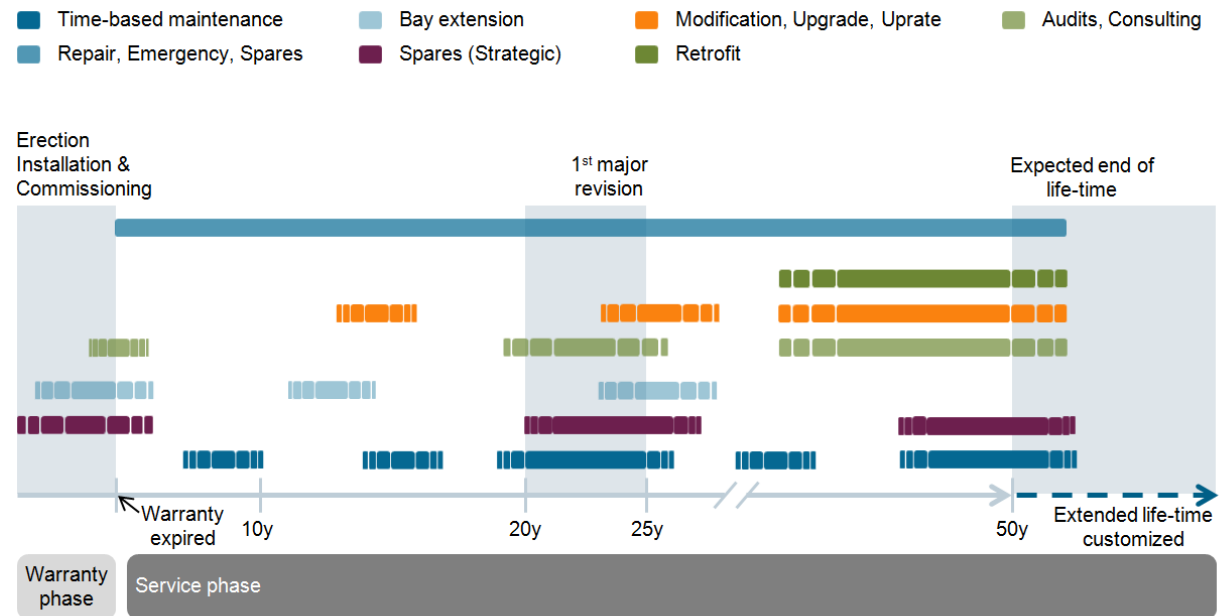


Chart: Indication of customer requests along the asset's lifecycle

Asset Management and Consulting

- Craft a sound strategy to evaluate relevant aspects of your asset management program
- More efficient resource utilization

Strategic Spare Part Solution

- Transparency into your current and future access to spare parts
- Shorter lead times
- More secure network operation
- Access to spares for multiple use across your installed fleet

Benefits

- 24/7 surveillance of your assets, with early warning of possible problems
- Best performance over the entire lifetime, ensuring a secure and stable power supply
- Optimized availability and efficiency of machines and systems
- Full utilization of the technical potential
- Efficient use of your asset budget
- Reduced costs for downtime or other non-productive periods