

**Service Agreements**



**machine**  
TOOL

**SIEMENS**

# SIEPRO Machine Tool Service Agreements and Scheduled Services

## SIE MACH Level III

- 24-hour on-site response
- Service consultation
- Maintenance training

**SIE MACH Level III** includes all the services of the SIE MACH Level I and Level II Agreements, along with on-site workshops by one of our factory-trained service engineers. This ensures that you maximize your machine uptime resulting in maximum machine output.

## SIE MACH Level II

- Annual power check
- Technical support 24/7
- Annual preventive maintenance

**SIE MACH Level II** includes SIE MACH Level I Agreement coverage, 24/7 technical support and annual preventive maintenance making this package the attractive choice to ensure that your service needs are met.

## SIE MACH Level I

- Machine data backup
- Next day spare parts delivery
- Motor coverage — return for repair with three day turnaround
- On-site service

**SIE MACH Level I** includes on-site service and replacement parts coverage with this service agreement.

Siemens offers a full range of services to complement your machine maintenance requirements. From remote machine performance monitoring services and error notification, to machine optimization for improved repeatability and machine reliability.

Call our field service department or talk with your sales representative for details or a quotation.



## What MACH level does your machine require?

We offer three levels of service agreements with a variety of services to keep your machine fully operational.

The **SIE MACH Level I Agreement** provides exchange of parts, on-site service and motor repair.

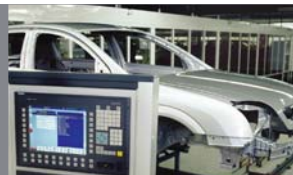
Our **SIE MACH Level II Agreement** offers access to 24/7 technical support service, including weekends and holidays. In addition to all of the services offered under SIE MACH Level I, SIE MACH Level II includes preventive maintenance visits.

What's more, Siemens offers a **SIE MACH Level III Agreement** for extra services, such as on-site service workshops for your staff along with service consultations and 24-hour on-site response time.

To take the first step in finding out more about Siemens machine tool service agreements, or to learn more about the additional scheduled services we offer, call (800) 879-8079 and select "2" for Field Service and Technical Support.

### Value-added Services:

- Productivity improvement
- Machine optimization
- Field service workshops
- Core motor inventory/exchange
- Motor spindle repair and preventive maintenance
- Drive upgrades
- Vibration monitoring
- Power studies
- Spare part packages
- Remote diagnostics



**Learn more about the full range of CNC solutions  
and services Siemens has to offer.  
Contact us today!**

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