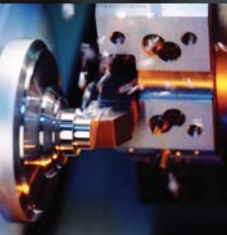


Service, parts and repair



machine
TOOL

SIEMENS



Keep Your Productivity in Motion

We're a well-coordinated team—and ready in every situation.

When it's time to get down to business, every move counts. This is where Siemens service and support comes in.

It takes the perfect combination of factors to outpace the competition in the long run and we're your team for the necessary support. Siemens is committed to providing you with the best solution for every situation.

Our offering includes technical support, field service, service agreements, as well as spare parts and repair.

Technical Support

Different problems require different solutions. That's why our specialists will advise and assist you with questions regarding the functions or handling of your SINUMERIK®, SIMODRIVE® and ACRAMATIC® products. Whether by phone, fax or e-mail, Siemens Technical Support is always available for you. We can be reached 24-hours a day, 7-days a week to solve your problem quickly.



Did you know...

that we support not only current Siemens CNCs, motors and drives, but also older, mature products? With Siemens, you'll keep your productivity in motion.

**For mature products, an Automation Value Card may be required.*

Field Service

With Siemens Field Service, you can rest assured that everything will go smoothly. Our engineers have extensive machine tool experience and training and are located throughout the United States so that they can reach you with the least amount of travel time required.

Our field service offering includes the following services:

On-site Service This service includes everything related to the commissioning and the maintenance of your machine tools. It is available to both the OEM and the end-user. Siemens factory-trained field service engineers will ensure that your machine tools run smoothly and that downtime is kept to a minimum.

Telephone and E-mail Hotline Support Our field service engineers are available 24-hours a day, 7-days a week so that your problems can be solved quickly. Call us at (800) 879-8079, option 2.

Alternatively, you can write to us at CNCservice.sea@siemens.com. Fast, competent and comprehensive help is just a phone call or an e-mail away.

Remote Diagnostics Problems can be analyzed, diagnosed and solved via a data line and modem.

Systems Modification To help you realize your machine tool's full potential, Siemens offers high-quality services relating to hardware and software upgrades, option installations and even retrofit assistance.

Siemens offers you all possible services—including services such as start-up, maintenance, fault clearance and service agreements.

Did you know...

that, in the United States, Siemens has over 30 CNC field service engineers and that each has an average of 9+ years numerical control experience? Siemens has the expertise you can rely on.





**How to reach
Field Service and Technical Support**
Telephone: (800) 879-8079, option 2
Fax: (847) 640-0227
e-mail: CNCservice.sea@siemens.com

Siemens Service Agreements

Ideal for greater control and budgeting of your maintenance costs, service agreements offer a variety of benefits including:

- Enhanced protection against machine downtime
- Lower predictable service costs
- Reduced budget worries

Even the best equipment needs maintenance and care, therefore, we offer these three levels of service agreements:

SIE MACH Level I On-site service and replacement parts coverage are included with this service agreement.

SIE MACH Level II Along with the SIE MACH Level I agreement coverage, 24/7 technical support and annual preventive maintenance make this package the attractive choice to ensure that your service needs are met.

SIE MACH Level III All the services of the SIE MACH Level I and II agreements, along with an on-site workshop by one of our service engineers, ensure that you maximize your machine uptime resulting in maximum machine output.



Field Service Workshops

These workshops are developed and delivered by experienced field service engineers (FSEs) who utilize simulators for hands-on demonstrations. The Siemens team presenting these workshops are factory-trained and are well-versed in the deployment and servicing of SINUMERIK CNCs in actual machine tool applications.

Siemens field service workshops are a condensed presentation that are not meant to replace formal training. They are designed to be used as a quick start for new machine tool users or as a refresher course for users who have already been formally trained on the SINUMERIK system. Selected topics can also be emphasized to meet your specific needs — just ask us how.

Topics offered in these workshops include:

- SINUMERIK 810D / 840D Operation
- SINUMERIK 810D / 840D Maintenance
- SIMODRIVE 611U / 611D Service
- SIMATIC® S7 PLC Service

Additional topics are currently under development and custom solutions are available upon request.

Did you know...

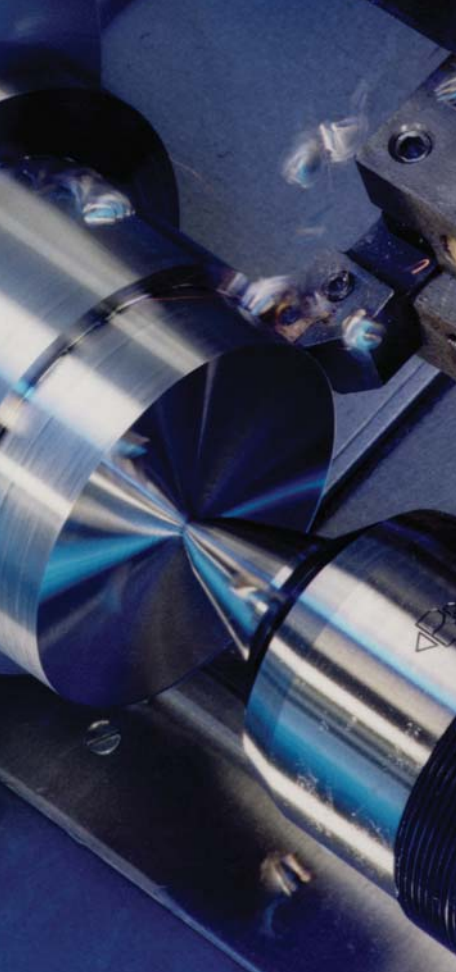
that in a recent survey of 101 manufacturing executives, one minute of downtime averaged \$22,000?

With Siemens, we'll teach you how to keep your productivity in motion.

*source Nielsen research.

**To discuss a training solution tailored to your needs, speak with your field service technician or sales person:
(800) 879-8079, option 3**

**You can also visit the web:
automation.usa.siemens.com/sitrain**



Spare Parts

To avoid unnecessary machine downtime and costs, Siemens offers you spare parts, whether locally, nationally or internationally. Our global network of warehouses, supported by state-of-the-art logistics, ensures that a fast and steady supply of spare parts is always available.

For you, this means you can reduce your own spare parts warehouse, thus saving both time and money. SINUMERIK, SIMODRIVE and ACRAMATIC spare parts can be delivered via door-to-door, overnight, hold-for-pickup or even by standard transportation methods.

We give you a choice when it comes to your spare parts.

There are three ways to choose from in obtaining your machine tool spare parts:

- Outright purchase
- Exchange
- Repair and return for exchange or repair orders

For exchange or repair orders, a Return Goods Authorization (RGA) number is required to start the process. Simply call us and our experienced staff will expedite your order including critical, next-day or even same-day delivery.



Express Motor Delivery If you have a machine down or need a motor replaced right away, Siemens can provide off-the-shelf motor delivery. Depending upon your configuration, new standard/core motors are pre-assembled and stocked and can be re-configured to meet your needs.

Repair In the operation of a machine, maintenance and related services play a very large role. When it comes to repair, your Siemens team will ensure the highest level of operational safety.

Our factory-trained technicians are qualified on all SINUMERIK and ACRAMATIC CNCs as well as SIMODRIVE drive products. We have complete, fully-equipped repair facilities that can ultimately save you the cost on replacement.

This service is available for SINUMERIK, SIMODRIVE and ACRAMATIC printed circuit boards; drives, motors and numerical controls; complete devices, units and drive modules; tape readers; MDI/CRT units; operator panels and PRIMO S.



**How to reach
Customer Service**

Telephone:
(800) 879-8079, option 1

Fax:
(847) 952-4260

e-mail: CNCparts.sea@siemens.com

Field Service and Technical Support — Always there when you need us

With our team of field service engineers, Siemens is committed to providing you with the best support on your Siemens product. From on-site service to a telephone hotline and everything in between, we keep your productivity in motion.

No matter where you're located, from coast-to-coast, if it stops, we'll make it go.



- ☀ *Main Technical Service and Support Center*
- ★ *Technical Support and Repair*
- ★ *Field Service Locations*





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

CNCservice.sea@siemens.com

CNCparts.sea@siemens.com

(800) 879-8079

Siemens Energy & Automation, Inc.

3333 Old Milton Parkway
Alpharetta, GA 30005

1-800-964-4114
info.sea@siemens.com

www.sea.siemens.com/machine

©2007 Siemens Energy & Automation, Inc. All Rights Reserved.
Siemens is a registered trademark of Siemens AG. Product names mentioned may be trademarks or registered
trademarks of their respective companies. Specifications are subject to change without notice.

MBBR-00696-0807 New 5M0807AD Printed in USA