



Register your machine  
online and take advantage  
of service benefits!

SINUMERIK

Answers for industry.

**SIEMENS**



# Service by heart

From consultation when buying a machine equipped with SINUMERIK through to after-sales service – customer satisfaction and optimum service is very important to us. In most cases, however, we as a system supplier don't know where a machine tool ends up after it is delivered to the operator by the manufacturer. Now we would like to extend our Service & Support to include these machines. All you have to do: Register your machine online.

The online registration of machines with SINUMERIK CNC hardware and software enables us to offer comprehensive after-sales support.

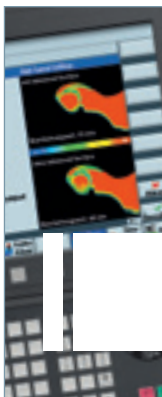
Your benefits:

- Even better service for registered machines
- Faster reaction times in cases of service requests for registered machines
- Higher productivity in your production

## Even more advantages thanks to online registration

Our basic services offer all-around protection for your machine. Registered machines enjoy even more extensive after-sales support.

[www.siemens.com/sinumerik/register](http://www.siemens.com/sinumerik/register)



powered by

**SINUMERIK<sup>®</sup>**  
**MDynamics**

**SIEMENS**



### **How you can benefit from even more advantages by registering your machines?**

- Online registration lets the regional Siemens service know the location of your machine, and leads to a more effective response to your service inquiries
- Efficient spare parts storage and service optimization thanks to cyclical checking of the registered machines
- A consistent information for the SIEMENS service management makes faster reactions possible
- Targeted service possible through knowledge of the components used, e.g. the Siemens service technician knows what to expect before coming on site.
- The machine identity (electronic name plate) can be automatically read out as standard for our system platform, making serviceability even easier

### **Even more advantages with SINUMERIK 828D and SINUMERIK 840D sl for registered machines:**

Owners of machines equipped with **SINUMERIK MDynamics**, the new technology package for 3-axis and 5-axis milling, or who have a Siemens CAD/CAM software NX CAM license, receive a free post processor for NX CAM for the registered machine. In addition, a comprehensive SINUMERIK documentation package is made available free of cost.

## Easy, quick and precise registration

How does machine registration work, and which information is required?

### **Easy. The machine identity comprises of:**

- Component list and software equipment of the machine
- Information about the machine manufacturer and, if necessary, the dealer
- Information about the end customer

Directly register your SINUMERIK machine online. All information can be entered online.

### **This is how it works:**

- 1) The information is automatically saved, and can then be read out from the SINUMERIK 828D and the SINUMERIK 840D sl (from SW 2.6) to a memory stick at the touch of a button
- 2) With older control system models on installed machines, simply load the parts list onto the PC and upload it

For machine manufacturers or dealers:

- Directly after commissioning

For operators:

- If it has not already been carried out by the machine manufacturer or
- if there have been system changes, simply click on [www.siemens.com/sinumerik/register](http://www.siemens.com/sinumerik/register) and upload your data.

## We are always there for you!

### Online Support

Online Portal Service & Internet Support

[www.siemens.com/automation/service&support](http://www.siemens.com/automation/service&support)

### Technical Support:

Central Technical Support

Phone: +49 (0) 911 895 7 222

Mo – Fri: 08:00 am – 05:00 pm

Extended availability via Automation Value Card:

Mo – Fri: 05:00 pm – 08:00 am

Sat, Sun, holidays: 24 hours a day

### Technical Consulting, Software-Engineering, Modernization and Optimization

Please contact your sales partner directly with regard to these services.

You can find the contact details at:

[www.siemens.com/automation/partner](http://www.siemens.com/automation/partner)

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