



# Service & Support

When it stops, we'll make it go

When it comes to looking after and supporting our customers, Siemens spares no effort in providing comprehensive services to ensure a high degree of availability for not only your machines but also your equipment. From field service, spare parts and repair to technical and even online support.

With SINUMERIK® Manufacturing Excellence, you have a unique combination of products, solutions and services to optimize your production process – over the entire life cycle of your machines and equipment.

Local maintenance support services and repairs, plus the speedy and low-cost provision of spare parts, are the foundations that will ensure your machines and equipment retain a high level of availability – no matter where they are in the world.

Machine downtime not only means problems throughout your facility, but also unnecessary costs and a waste of time. In order to keep these downtimes to a minimum, our Service & Support program includes individual services that are tailored to your individual needs. To this extent, Siemens keeps automation system specialists on stand-by around the world – especially when it comes to your machine tools.

## Service & Support – advantages at a glance:

- Available 24 hours a day, 7 days a week
- Global support specialists – local to you
- High spare-part availability
- Inexpensive replacement parts

## SINUMERIK Manufacturing Excellence

Answers for industry.

**SIEMENS**

## Area of application

Wherever machine tools are built and actually used, best performance and maximum efficiency – and therefore their availability – are paramount. This is ensured by our Service & Support portfolio with its precisely tailored services. In the framework of a service contract, you indicate the particular services you require. You can specify extended service periods, defined response times and even maintenance intervals, for example.

## Field service

In line with your needs, we will commission your machines and equipment and provide suitable personnel for servicing assignments. Our regional service center will make your field service arrangements in accordance with your requirements. This includes services such as installation inspection functioning testing, parameterization, integration tests of machines/parts, trial operation and final acceptance inspections. This includes briefing of your personnel as well.

## Technical support

If you have any questions relating to how our products and systems function and how to handle and use them, all you have to do is contact our Technical Support team. Our specialists have extensive experience in plant servicing, commissioning and system testing.

## Online support

In addition, our Online Support website is available 24 hours a day, 7 days a week. After all it's the information superhighway. From product support to maintenance service information to interactive service functions, our Online Support website can be found by pointing your web browser to: [www.siemens.com/automation/service&support](http://www.siemens.com/automation/service&support)

## Spare parts and repair

One thing that can't be avoided: machines and equipment occasionally break down in spite of scheduled maintenance. In order to get your machines up and running again quickly, we maintain a global network of regional warehouses. This means that we can supply you with

spare parts without any delay. In many cases, we supply spare parts in exchange for defective parts.

The advantage for you is that you not only obtain the part quickly, but also at a good price. To assure you that you can still obtain spare parts for older systems that are no longer on the market, we guarantee to keep spare parts in stock for a period of up to 10 years.

If a repair is possible or desired, we want to help you here, too. As the original manufacturer, we apply the same quality standards during repair as we do in the original production process.

## Highlights

- Our Field Service technicians who are always close, no matter where you are in the world, will help you to make optimum use of our products and systems
- Our Online Support service is available in several languages and guarantees speedy and comprehensive help without losing any time
- Regardless of whether you need help in engineering, product interfaces in system solutions or configuration and layout, our Technical Support team will provide individualized support for your particular inquiry
- Our "Spare Parts and Repair" service is a global logistics network that provides relevant services such as the stocking of spare parts



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