



**SIEMENS**

*Ingenuity for life*



Analytical Products and Solutions

Complete service and  
maintenance solutions for  
your analytical equipment

[usa.siemens.com/analyticalproducts](http://usa.siemens.com/analyticalproducts)



# Support Services for Today, Tomorrow and Years to Come

Providing you with the very best in customer service for the short and long-term is extremely important to us. Because we want you to succeed, we've invested heavily in our infrastructure and personnel so you can avoid those expenses. You can depend on us for capability and resources that span a wide range of technical disciplines. This translates into the experience and the expertise that enables us to identify your requirements, meet your expectations and achieve appreciable results.

Proper maintenance and system availability go hand-in-hand. Siemens has made a strong commitment to quality maintenance support. Whatever your specific maintenance philosophy, availability requirements, and in-house maintenance resources, there is a Siemens service product and solution designed to meet your needs.

## Comprehensive Services Comprehensive Advantages

Adding value to your investment and minimizing your cost of ownership are just two of the benefits of turning to Siemens for comprehensive customer support solutions. These on-time and full-capability services are backed by the combined resources of each arm of our global organization and represent our commitment to address the specific needs of your organization.

*Siemens services  
begin with your  
purchase.*

# Installation, Startup, and Commissioning Services

## Installation and Start-Up Services

Our installation and start-up services get you up and online, while keeping you on schedule. With comprehensive expertise and dedication to meeting your schedule, our technicians will start up your Siemens products and systems with full inspections, and conduct verification and functional testing of your system. Services provided under our installation and startup packages include:

- Inspecting sites and mechanical installations
- Confirming proper electrical and signal wiring for correct termination
- Powering up system and verifying product and system condition
- Testing the functionality of all system components for proper operation in accordance with manufacturer specifications
- Verifying application with site personnel and running calibration standards to ensure proper operations and compliance with design specifications
- Inspecting all sample lines for installation in accordance with installation specifications

## Commissioning

After your system has been through our comprehensive startup phase, it is now ready for commissioning. Our commissioning services are designed to protect your system and its applications, while ensuring your product and system components are performing as designed. This process includes the following:

- Ensuring all sample systems and cabinets are running at designed temperatures
- Introducing sample from process to sample conditioning system
- Leak checking all sample lines and sample conditioning system
- Checking a sample conditioning system for functionality of proper sample phase, flow and pressure
- Obtaining a lab sample from operations, before introducing process sample to analyzers, to ensure the application is not damaged from out of spec product that would contaminate the application
- Running several chromatograms on process sample and continue to monitor all system components for proper operation



*Our installation and start-up services get you up and online, while keeping you on schedule.*

# Remote Support Services

**Online Support** – Siemens provides an extensive information system for all customers on our website. <http://support.automation.siemens.com/US>. Customers have full access to a well organized library of documents and files that are designed to be the first level of support on technical issues. The following online services are provided free of charge to all customers:

- FAQs, answers to the most frequently asked technical questions
- Updates containing latest product information
- Downloads of software updates for Siemens software products
- Manuals and operation instructions, downloadable in PDF format
- Approbations and test certifications
- Downloadable code, configuration and application examples
- Newsletter subscriptions available on all support topics
- Online Support Request, make direct support request from the website

#### Features /Benefits:

- Fast, competent, and comprehensive help without delay
- Available 24 hours a day/365 days a year
- Always up to date
- Multilingual
- Less field documentation necessary

**Call Management** – Our automated call management system ensures that your service calls will be answered promptly and efficiently. All service-related calls are logged, prioritized, and efficiently managed. A real-time clock is activated as the call is entered into the system. Status updates and messages are logged to provide a clear audit trail of all related activities. Call management is provided 24 hours a day, seven days a week and is included as part of this agreement.

**Technical Support** – provides support on issues pertaining to product operation, basic functionality, and installation. Requests are worked chronologically in the order in which they are received. The standard target response time during business hours is two hours or less.

- Telephone number: 800-333-7421 or 423-262-5710
- Electronic: <http://www.siemens.com/automation/support-request>
- Fax: 423-262-2231

#### Features/Benefits:

- Individual one-on-one support
- Fast and competent support
- Worldwide network of specialists
- Can be reached 24/7/365

*Customer support  
that delivers  
results.*



# Remote Support Services (continued)

**Technical Hotline (24/7)** - Siemens Industry Inc. Priority Support, in addition to the standard offering described on page 4, priority support provides the following enhancements:

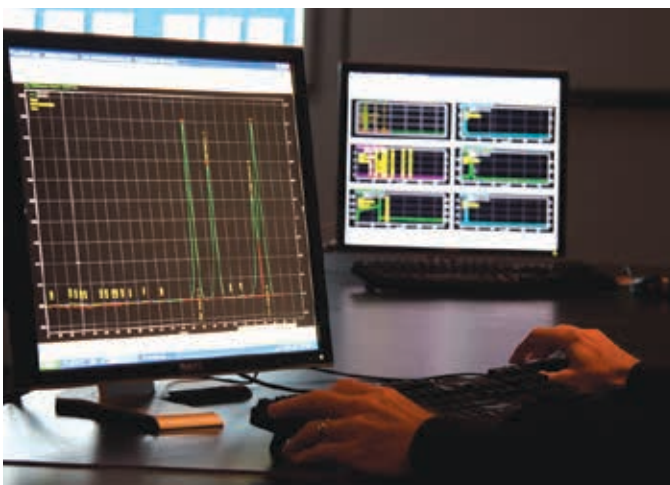
- Unlimited Technical Support Requests
- Priority Response during Business Hours, maximum 30 minute call back time
- Maximum 60 minute response time for after hours
- Email status reports
- Live interview to configure mysupport and product newsletter subscriptions

Priority support requests must originate from a Customer Representative identified in the Siemens Call Management System. Siemens' technical experts will provide your on-site personnel with extensive support to rapidly resolve questions over the telephone 24 hours a day, seven days a week. Siemens experts have direct access to on-line field service information with up-to-date records of all systems, reported issues and direct access to Manufacturing Design Engineers and the Research & Development Engineering team. Even if a question cannot be resolved directly over the telephone, our experts can use their knowledge of your system to quickly respond with the appropriate resources. As a result, we can address site issues in a timely manner.

**Remote Performance Inspection** – Remote performance Inspection uses existing and cutting-edge technologies to support field engineers, irrespective of location. The internet and advances in communications and encryption techniques have contributed to the availability of remote services. The scope of the program is to: provide remote performance inspection of listed analyzers; inspect the performance of the chromatography, review validation performance, inspection of any alarms or abnormal conditions found; perform validation runs as needed; perform calibrations as needed; respond as needed to observations, perform flash and backup services as needed; and issue a certified report for each remote inspection, emailed to the distribution list supplied by the customer; provide an annual summary control issues maintained/ corrected though the contract period. The remote performance inspection calibration, checks the system "vital signs" and are monitored for any deterioration of system "health." In this manner corrections and repairs may be scheduled before critical system failures occur. Each analyzer:

- Will be inspected once a week
- A report will be generated for each analyzer detailing findings and a "list of things to do"
- Report will be emailed to an agreed upon list of customer contacts

**Remote Performance Inspection Emergency Services (24/7)** – In the event that a random system failure does occur, remote performance inspections may be performed on specific systems over the established link. In this manner most failures can be identified rapidly and repairs facilitated.



# Remote Support Services (continued)

## Remote Performance Inspection Benefits:

- Free-up resources and reduce training cost
- Faster response time to resolve emergency repairs
- Elimination of costly travel time and expense to get someone to site
- Keeping equipment at peak performance and factory spec's saves time and money and improves accuracy
- Remote performance monitoring from a proactive & predictive perspective reduces cost and unscheduled downtime
- Configuration changes, routine calibrations and troubleshooting handled quickly and expeditiously with high speed electronic communication
- Reduce training cost by utilizing manufacturer's technical staff as the experts

## Remote Performance Inspection Startup

- Siemens will provide and install required hardware and/or software to make the remote connection
- The customer will provide a computer with their appropriate security software and workstation software installed on the customer side of the security firewall

- If required, the customer will provide the cell phone carrier
- The installation package includes the supply of the required site hardware, testing, secure communication verification and system architecture/installed base data collection.

**Site Management Guide** – To aid us in efficiently maintaining your Siemens system, all system specific documentation is tracked and all service calls and their disposition recorded. This information is used to develop monthly management reports and develop a maintenance history for each analyzer and associated sample system covered under the agreement.

## Repair Services

In the event it is necessary to return an assembly for repair, the same high-quality standards used in manufacturing and testing the assembly are used in our repair process. Not only do you get a 90-day warranty on all repair work, but professional technicians will upgrade your unit with the latest revisions. We'll also provide a service report detailing the work we performed.

- *Technical Support*
- *Spare Parts & Repair Services*
- *Commissioning*
- *Service Agreements*
- *System Integration Services*
- *Training*
- *Installation & Start-up*
- *Field Services*
- *Remote Support Solutions*

# On-site Field Services

## On-site Maintenance and Service

To serve the comprehensive needs of our customers, we offer a wide variety of on-site support services. Siemens Customer Service representatives are available for start-up, remedial/preventative maintenance, troubleshooting and spare parts management, as well as operations and maintenance training specifically tailored to your applications. Our capabilities run from a short call of a few hours to multiple, full-time personnel on-site. And they are available 24 hours a day to address your needs.

Our service representatives are professionals who have the entire resources of Siemens at their disposal. When you have one of our service representatives at your site, you have someone with a wide base of experience on your specific equipment. The technical support staff continuously keeps abreast of updates or improvements available to your equipment, as well as impending new product releases. Through our service representatives, we are able to tailor our capabilities to your specific requirements.

## On-Site Preventive Maintenance Service Contracts

To eliminate potential problems before they can interfere with your system's availability, we provide a planned program of scheduled preventive maintenance activities designed to meet the specific needs of your system.

## Analytical Service Contract Features

Our analytical service agreements can be tailored to your individual requirements. Siemens provides you with the exact level of support and coverage your process requires.

## Customer Service Agreements

Maximizing the return on your capital investment while minimizing your ownership costs, that's what a Siemens Customer Service Agreement is all about. In today's cost-conscious environment, our customer service agreements are an attractive way to manage and reduce costs. These agreements are designed specifically to fit your needs and can include a combination of all the various services we have to offer, such as on-site personnel, remote support analysis and training. Also, our programs can provide a variety of resources that may not be readily available at your site.

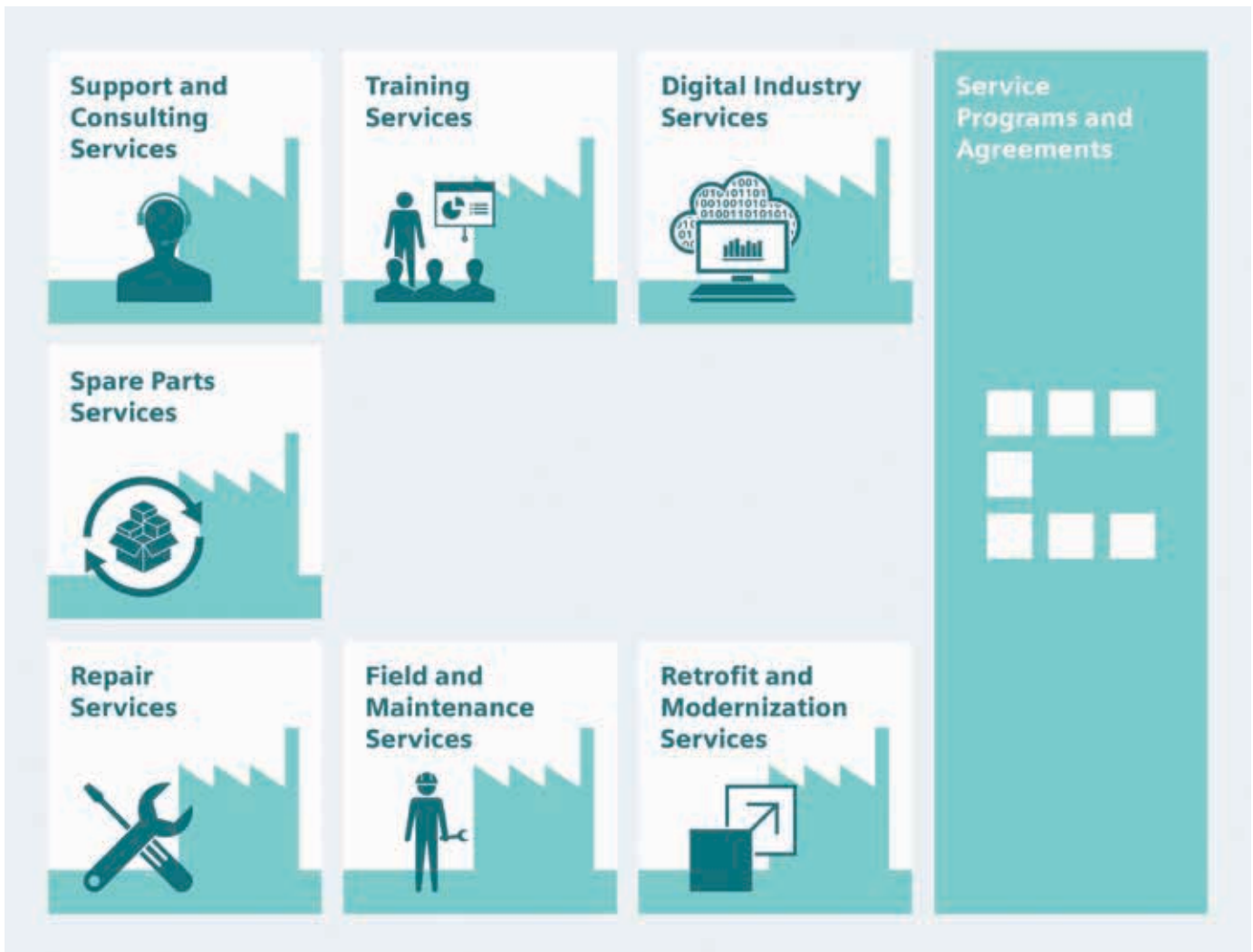
The Customer Service Contract is designed for those customers with critical analysis and looking for maximum support to meet guaranteed uptime requirements.

Standard maintenance procedures are employed to identify system degradation and initiate corrective action before problems are encountered. Preventive/Predictive Maintenance includes observation, investigation, calibration and diagnostic tests intended to keep the equipment in good operating condition and prevent downtime.



*Quality  
maintenance  
support  
minimizes cost.*

# Service Agreements with Customers in Mind



*At Siemens, we design our service agreements with our customers in mind. Pick and choose only the service you need.*



# On-site Field Services (continued)

## Emergency Response Time

In the event that on-site emergency service becomes necessary, your customer service representative has the training, experience, and material support needed to rapidly resolve the problem. An effective management and technical support escalation system provides your representative with the immediate assistance required to resolve your most complex problems with minimal, if any, interruption of your operation.

In most cases, we strive for a 24 or 48 hour response time.

**Resource Pool** – At Siemens we have in-depth manpower back-up resources to call upon in case of unusual circumstances (Major upsets, turnarounds, major system changes, lightning strike, etc.).

In most cases, there will be a primary field service person and 1-2 backup field service people to support customer locations. If the primary person is unavailable, we will have backup people familiar with the plants and systems, and will work with the customer to have access to the various plants.

**Over the Shoulder Training** – At Siemens we encourage our customers to be educated customers. And any time Siemens personnel are on site, we encourage our customers to observe and work with our Field Service Technicians to understand the tests, checks, and repairs that are being made. Our technicians will explain what they are doing so that our customers have a better understanding about maintaining the systems.

**Field Firmware Upgrades** – Service contracts provides for all required firmware updates to be installed to keep your system up-to-date. Firmware updates will be installed during our preventive maintenance visits to your site.



## Software Updates

Siemens uses powerful software to set new industry standards for money-saving capability and ease of use. To maintain its value and industry-leading position, this software is regularly updated and enhanced. Under a Siemens service contract, you will automatically be notified of new software releases at no additional charge.

**Calibration/Performance Certificate** – A report summarizing the preventative maintenance audit will be prepared by the Siemens Field Service Technician and submitted to the Senior Environmental Engineer and QA Management for review and comment. At a minimum, the Preventative Maintenance Audit Report shall include:

- An introduction,
- An identification of the monitoring site(s) where the audit was performed,
- An identification of the specific analyzers or components that were tested (ie., manufacturer, model and serial number) and a description of those instruments,
- Audit check results,
- Conclusions, findings and/or recommendations, and
- Supporting appendices (i.e. test data, field data sheets, supporting calculations, Certificates of Analysis or Calibration for test equipment and materials).

If necessary, plans and a schedule for the resolution of any audit findings or documentation of any corrective actions already taken will be prepared by the Siemens Field Service Technician. Implementation of such plans will be coordinated between the customer and Siemens. Siemens will ensure that the necessary corrective actions are taken and that close-out of the issue(s) is documented in a timely manner.

# Spare Parts Programs / Services

**Material Response Program (24/7)** – Should our site personnel need replacement parts to make on-site repairs they have priority access to our extensive parts department located in Houston. In most instances parts will ship the same day (if requested prior to 3pm CST) or in less than 12 working hours after receipt of their call.

All parts will be shipped with the revision level and firmware revision in place at the time of shipment. Customer is responsible for parts cost and shipping charges. Subscribers to this service also receive a discount on their parts and waiver of emergency fees.

## Benefits:

- Quick delivery 24/7
- Do not have to tie up capital in inventory
- Parts stored and managed in Houston
- Increased system availability
- Increased analytical data availability

**Spare Parts Management (NBH)** – We'll help manage your spare parts inventory to ensure that you always have the right types of spares on hand, in adequate quantities to keep your system operational.

**Spare Parts Allocation (NBH)** – Should site personnel need replacement parts to make on-site repairs, a spare parts allocation (a spare parts "kitty") could be part of the Service Agreement to allow the site to purchase spare parts without the need for a separate purchase order.

Siemens will create a list of select spare parts, based on the spare part recommendations from the individual project(s) documentation. While these parts will NOT be exclusively for the customer's use, Siemens will strive to maintain all of these select spare parts in stock. All parts will be shipped with the current revision level and firmware revision in place at times of shipment. The customer is responsible for the shipping charges; however, the spare parts allocation can also be used to cover shipping costs.

Any funds remaining in Spare parts "kitty" at the end of the Service Agreement period will be rolled into next year's Customer Service Agreement. The customer will be notified when the balance of the spare part "kitty" falls below \$5,000, to provide the customer the opportunity to deposit additional funds allocated for spare parts purchases.

Siemens will also work with the sites to help manage on-site spare parts inventory to ensure that each site has the right types of spares on hand, in adequate quantities to keep the system(s) operating.



*We keep America  
up and running.*

# Training

Siemens Customer Service is dedicated to providing information, assistance and training for people who use and maintain our equipment and systems. As a designer and manufacturer of sophisticated instrumentation, we recognize that well-trained, technical people are essential to productivity. Thus training is one of the most important ways we help to maximize the value of your investment by minimizing lifetime ownership costs. Our training classes are designed to share our expertise with you and give you the opportunity to learn about the technology behind the features and functions.

We offer complete training courses in-house or on-site that explore concepts and ideas through the use of interactive, hands-on experience that will provide you with a sound understanding of both your equipment and documentation.

## OJT Training Services

To maximize your system's performance, we will provide operator training via either on-site visits or instruction modules mailed to you prior to startup. This training has been found to be uniquely powerful as your operators receive training on your system in your environment.



*Well-trained,  
technical people  
are essential to  
productivity.*

**For more information on our maintenance and service agreements, please contact:**

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