

The Siemens logo is displayed in a bold, teal, sans-serif font.

Ingenuity for life

A large industrial weighing system is shown in an outdoor setting. It features a complex metal structure with multiple conveyor belts and a large cylindrical component. The background shows a clear blue sky and a large pile of material.

Technical Service Agreements for Weighing Systems

Service Agreements and Contracts

Whether you are a small, mid-size or large manufacturer, a Siemens Technical Service Agreement (TSA) for weighing systems can help boost your business' operating efficiency, reduce down time and widen your competitive edge.

Designed for flexibility, a TSA lets you budget the exact service you need in a proactive maintenance program that helps you avoid unscheduled downtime and expensive emergencies. At the same time, you are ensuring that equipment continues to perform as expected. You choose the level of service that best complements your equipment, processes, and existing resources, resulting in a tailored program that meets your specific demands and budget.

Siemens TSAs are available for Siemens products as well as scales delivered by other manufacturers, allowing you a single source solution for all of your weighing equipment.

Benefits of choosing a TSA over reactive service:

- Price stability through predictable costs and optimized maintenance expense
- Preventive maintenance that improves availability and reduces risk of failure
- Budget transparency and payment options to suit your operations
- Unplanned downtime and costly emergency repairs avoided
- More accurate weighing measurements contribute to increased profitability
- Genuine OEM spare parts guaranteed
- Relief of company's own maintenance resources

You will be able to precisely budget your maintenance expense with predictable charges for the services you choose. Flexible options, such as extended service periods, defined arrival times, special maintenance intervals, and remote maintenance, can be tailored to meet your requirements. Best of all, the scope of your agreement can be expanded to solve new challenges or take advantage of emerging business opportunities.



If your plant is typical, about 40% of all your maintenance costs are reactive.

Services Offered

Technical Support

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 your 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, 7 days a week.

Technical Hotline (24/7)

The technical experts at the Siemens Industry Customer Care Center will provide you with extensive support to rapidly resolve most questions over the telephone. Depending on your particular requirements, technical hotline services are available 24 hours a day, seven days a week as part of our service agreement offering.

On Site Services

Static Weight Calibration

Routine calibrations prevent conveyor wear and tear from affecting the performance of the scale and should be done periodically. While on site, a service professional will perform routine calibration to keep your scale measuring accurately. During this process, the scales' repeatability is tested to provide assurance the scale will continue to read accurately between calibration intervals.

Material Testing

The most conclusive way to be certain a dynamic scale is measuring accurately is to perform material tests. Material testing is done by running a sample of material across the scale and captured in a container that can be weighed on a static scale such as a truck or track scale. The reading of the static scale is compared to the reading of the dynamic scale to assure maximum accuracy.

Site Management Guide

To aid us in efficiently maintaining your Siemens weighing system, all system specific documentation is stored and all service calls and their disposition are recorded.

Application / Installation Inspection

Today, industrial environments are constantly changing. Sometimes changes in the process or the equipment around a scale can affect the performance of the scale. While on site, the service professional will inspect the application and installation for any changes that may affect operation of the scale. If any are noted, the service professional will make recommendations of how to prevent these changes from negatively impacting the scales performance.

Instrument Start-up

To ensure your scale start-up runs smoothly, we provide installation verification, pre-commissioning checks of large systems or projects, product configuration, systems tuning, and in-application diagnostics. We also provide on-site operational training to your personnel during the start-up visit to address every aspect of your new equipment operation.

Programming Verification

Over time, system parameters can change. These changes can affect how the scale should be programmed. It is important to periodically verify that the values programmed in the scale are correct for the application.

Planning Your Services

Siemens service representatives will work with you and your staff to tailor a service agreement to meet your exact needs. We take the time to understand your equipment and how you use it, and what existing maintenance resources you have in place. Then, we help you create your customized TSA in three simple steps:

1. Choose your level of support
2. Select optional services
3. Select your payment plan

With Siemens, you'll work with experts who understand your equipment and your business. Call Siemens today at 1-800-333-7421 and make our industry services your competitive advantage.

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