



# SIEMENS

*Ingenuity for life*



## Motion Control Services

We keep your machine tools running and shape your digital future

[usa.siemens.com/services](https://usa.siemens.com/services)

Siemens Industry Services provides the foundation for continuous and lasting improvement to your machine tools and processes. Our traditional services – from preventive maintenance contracts and repairs to spare parts and training - help to ensure a high level of availability and provide protection for your machine investment. The result: the best possible long-term returns.

We're also there as a skilled partner to assist you on the path to digitalization. Our digital services will help you identify the individual opportunities of connected machines and gain transparency into your data and process. You will gain intelligence for improved decision-making and the optimization of your production.

### How you'll benefit from Motion Control Services:

- Improved productivity
- Increased machine availability
- Cost savings
- Improved sustainability of your production processes
- Optimization of asset and resource management



# Motion Control Services



## Support and Consulting Services

From a comprehensive online support website to technical specialists who work alongside your project managers and engineering staff, we make it easy to get the answers you need about Siemens products.

- Online support request – 24/7 support website <http://support.industry.siemens.com>
- Phone Support: 1-800-879-8079
- Email support: [cncparts.industry@siemens.com](mailto:cncparts.industry@siemens.com)



## Training Services

In today's competitive market, a highly skilled workforce is vital for success. Siemens can help. Rather than offering a "one-size-fits-all" solution, our technical learning services offer a variety of delivery methods designed to meet the needs of your organization.

- Online self-paced learning
- Instructor-led learning (classroom and online)
- How-to videos
- Simulation systems
- Workforce Performance Improvement (assessment and plan design)



## Digital Services

Digital Services can create new insights from the masses of complex data produced by your machines and production. Failures can be detected before they happen, and new ways to optimize performance can be identified.

- Digital services for drive train and motion control
- Energy Analytics
- Condition monitoring services
- Industrial network validation



## Spare Parts Services

Leveraging our network of regional warehouses and state-of-the-art logistics ensures fast access to the spare parts you need and allows you to reduce your own spare parts stock. You will also have the peace of mind that comes with guaranteed OEM parts and quality.

- Email support: [cncparts.industry@siemens.com](mailto:cncparts.industry@siemens.com)
- Asset Optimization Services
- Guaranteed Availability
- Extended Warranty

# Motion Control Services



## Repair Services

Siemens provides the full range of repair services you need via our on-call field repair options and our certified US repair centers. The repair services include all measures necessary to quickly restore the functionality of defective units – for Siemens products and other manufacturers.

- Computer Numerical Controls (CNCs), including Acramatic and Sinumerik
- Low and medium voltage drive systems (AC and DC)
- Servo and WEISS spindle motors, Motorized spindles
- Industrial motors (AC and DC) and generators
- Industrial PC, PLC, and HMI repair
- Express motor delivery available for select Servo motors



## Field and Maintenance Services

Our factory-certified field service specialists have the knowledge to get your equipment up and running in the shortest time. You can rely on our dedicated team to deliver the services you need where and when you need us, 24/7.

- Startup and commissioning
- Performance inspection
- Preventive maintenance
- Embedded Engineer
- Emergency services



## Retrofit and Modernization Services

Along with cost savings, one of the key advantages of retrofitting an existing asset is maintaining the efficiency and effectiveness of your staff. We smoothly integrate the advantages of drive, motor, and controller upgrades into proven equipment that your operators are familiar with and work on every day.

- CNC hardware and software upgrades
- Drive upgrades
- Complete machine retrofits



## Service Programs and Agreements

A SIEPRO® Technical Service Agreement provides a cost-effective, streamlined service bundle designed specifically for your machine tools. It includes all of the necessary preventive maintenance steps to ensure reliable operation and allows in-house resources to focus on activities directly impacting productivity.



To keep your machine tools and business performing at the highest level, contact Siemens at 1 (800) 879-8079 or visit our Industry Services website [www.usa.siemens.com/services](http://www.usa.siemens.com/services) to find additional information about how we can help.

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