

Power Distribution Solutions



Service and support

www.usa.siemens.com/pds

SIEMENS



Service and support at your fingertips

Siemens support and customer service recognizes the significant investment you have made in acquiring and implementing your power monitoring system. We also understand that you want to take advantage of new technology features and functionality to help you improve production. Our comprehensive service offerings provide you with the support needed to reach your goals.

Online Services

- **Knowledge manager** – easy access to answers online
- **FAQ** – Over 200 frequently asked questions
- **Product data sheets**
- **White papers and case studies**
- **Product offerings and brochures**
- **Interactive services catalog** – access to our most frequently requested services
- **Operating manuals**
- **International and regional compliance standards**
- **Test/inspection certifications**

Technical support

You can reach us any time, day or night by phone, e-mail, or fax. Our technical support specialists are ready to consult with you on questions of functionality and the application of our products and systems.

On-site services

Siemens offers a wide range of technical services. Customize your package to include preventative maintenance, emergency support or a general block of hours. We combine world-class expertise with local knowledge to provide you with high quality services.

Get maximum return on your service investment – our certified service engineers guarantee you the support you need, when you need it.



advantages to you...

- Technical experts
- Single source supplier
- Available 24/7, 365 days a year
- Reduced total cost of ownership (TCO)
- Avoid unscheduled downtime with preventive maintenance

SIEPRO service products

Modular SIEPRO service products enable you to customize a technical service agreement to meet your organization's maintenance needs over the entire life cycle of your installation. Including SIEPRO products in your TSA will provide the following benefits:

- Substantial savings versus "on demand" purchases
- Optimized scaling of your maintenance organization
- Assurance that your installation is operating at maximum performance and availability

Telephone and Internet

Priority support

When you need help right now, choose the support coverage that fits your business:

- 24 hours x 7 days a week
- 8 hours x 5 days a week

Extended support

With extended support, you can request blocks of support hours for specific projects and tasks. We can customize this support service to meet your individual needs.

Remote service

Remote service provides support and diagnostics via data line to save you time and money. Technical support

specialists directly access your system for real-time troubleshooting to provide maximum uptime.

Technical account liaison

A technical account liaison provides consulting and guidance on all aspects of support through familiarity with the application, your business goals and processes, and your maintenance and engineering staff.

In addition to a site visit to assess your installation and support requirements, the technical account liaison will conduct monthly reviews with your staff to ensure you are receiving maximum payback on your investment.

Field services

Block of hours

Purchase field service hours in 40 hour increments for preventative, predictive or emergency services.

Embedded engineer

Full-time, on-site support from a certified Siemens professional.

Emergency support

Purchase emergency service hours in 40 hour increments to ensure the fastest possible response time.

Maintenance programs

Packaged maintenance programs available for:

- System performance checks
- Run diagnostics
- Analyze power quality
- Visual inspections of key system components
- Database trim and backup

Training

Operation and maintenance

Siemens training offers a broad range of educational services, providing quality and excellence to the automation industry. Targeted product and system training provides the student with practical, hands-on experience.

Customized on-site training

On-site training is excellent for large groups or when individual, one-on-one instruction is needed. When the trainer visits your facility, product training will be conducted on your specific installation. Classroom lectures, and trouble-shooting techniques specific to your installation are covered in detail during the training session.

Software update service

The software update service enables you to take advantage of enhancements to the most current software versions. A site evaluation is conducted to determine necessary upgrade requirements prior to the Software Update Service.

Contact Technical Support

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