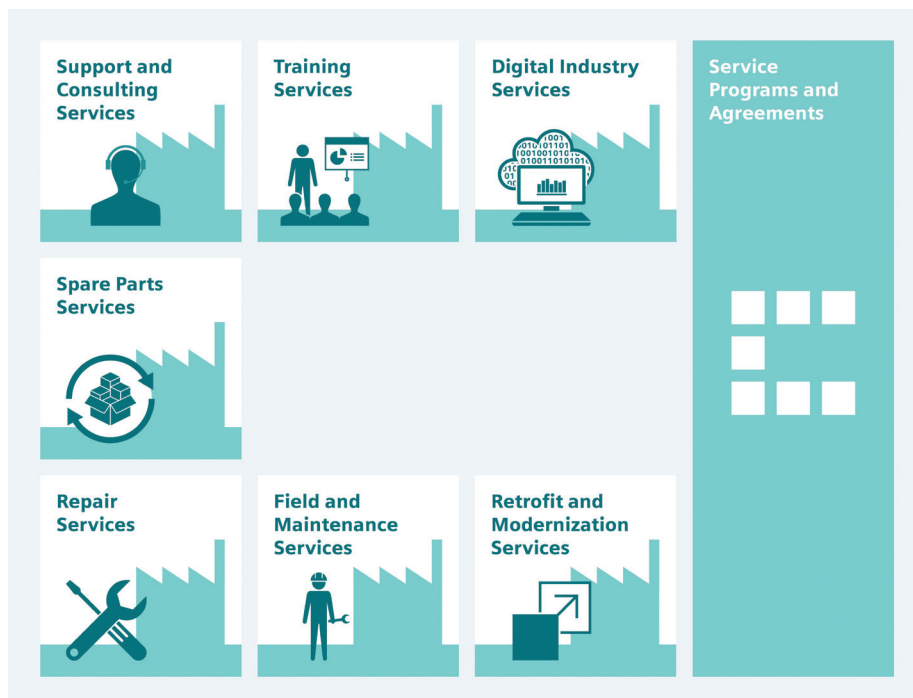


Technical Support Services – Extended Support

Support and Consulting Services

Technical Support Services give you the answers you need about Siemens products. Get in-depth guidance with Extended Support.



Basic Technical Support for current products is provided to all Siemens automation and drive customers at no charge. This service provides up to one hour of support for basic installation, operation, and troubleshooting questions. Basic Support is available from 8 a.m. – 5 p.m. local time, Monday – Friday excluding holidays. Requests are typically processed in the order they are received with an initial response usually in two business hours or less.

Extended Support is an optional service that allows you to receive in-depth guidance and assistance or to receive support for longer than one hour. This service is especially useful for situations where you need advanced instruction while using the product for the first time, have application specific development questions, or need in-depth troubleshooting for root cause analysis of fault conditions.

Extended Support

- Extended Support provides in-depth support and guidance during almost any phase of the product lifecycle. The Extended Support service is typically purchased after we have determined that your questions cannot be answered using our complimentary Basic Support. All support that goes beyond one hour in duration, regardless of the question or situation complexity, requires the purchase of Extended Support. Extended Support is available during normal business hours, 8 a.m. – 5 p.m. local time, Monday – Friday excluding holidays on a first in / first out basis. Requests for Extended Support outside of normal business hours are subject to a feasibility review on a case-by-case basis and will also require the purchase of 7x24x365 Priority Support.

Technical Support options - the right level of service to match your needs, skills and budget

	Basic Support – (no charge)	Extended Support
Availability	8 a.m. – 5 p.m. local time Monday – Friday, excluding holidays	8 a.m. – 5 p.m. local time, Monday – Friday, excluding holidays. 7x24x365 subject to feasibility review
Call handling	First in, First Out	First in, First out
Target response time	2 hours or less	2 hours or less
Service Entry	Phone, Online Support Request	Phone
Typical application	Basic product features and use, First in / First out processing	Advanced support during commissioning, programming, or troubleshooting
How to buy	No charge	Single use • Credit card at time of need • Automation Value Card Annual contract • Single or multiple 4-hour blocks of Extended Support may be included in an annual SIEPRO contract

Get help when you need it – click or call



Online support request – 24/7 support website

The Industry Online Support site, (support.industry.siemens.com), is your central location for comprehensive service and support information. You can even submit Support Requests online (Basic Support only), which saves valuable time. By initiating your support request online, you will also see suggested information related to your question and you can easily track the status of your request .

This site also gives you access to FAQs, manuals, certificates, application examples, tools, and much more. Check out the Online Support Forum, where you can participate in discussions with others and benefit from their knowledge and experience.



Phone support – 800-333-7421

For Basic Support, or to obtain one of our optional Technical Support services, you can also contact our Industry Customer Care Center. Our Industry Customer Care Center is staffed 7x24x365 with agents available to help you get the support you need. This team is your single point of contact for:

- Technical Support
- Emergency Spare Parts
- Repairs
- Field Service

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