

A man in a light blue shirt is talking on a mobile phone while operating a Siemens control panel. The control panel features a screen and numerous buttons. The Siemens logo is visible in the top left corner.

SIEMENS

Industry Services

Comprehensive technical support anytime
and everywhere – directly from Siemens

support.industry.siemens.com

Individual technical support for all questions

Long-term success in industry requires minimal downtimes and the optimal use of personnel and resources. With our service, we support you throughout the entire lifecycle of your plant – reliably, worldwide, and 24/7.

How to reach us:

Web: support.industry.siemens.com

Your local contact partner:

siemens.com/aspa

More than 800 Siemens experts from three international hubs and regional hotlines provide you with solutions wherever and whenever you need them



Online Support



Every single day,
around the clock

- Free web service portal
- Information about products, systems, and services available 24/7
- Direct access to additional services and contact partners

Technical Support Basic



Up to an hour

- Free basic support
- For requests that can be easily resolved
- Handled by Technical Support experts

Technical Support Extended



After one hour

- Specialized Technical Support experts
- Extensive and individual support for complex requests
- Specific support to troubleshoot and correct errors

Options

- **Priority:** immediate callback by the next available expert
- **24 h:** callback on weekdays (Mon.–Fri.), even outside of normal office hours
- **Mature Products:** technical support for products that are no longer available
- **Managed Support Services:** optimal support through the coordination and bundling of all support activities

How did we help our customer DSM significantly improve system reliability and availability?

“You provided us with such good support during the advance tests that we had a good feeling as we launched the updated system. When there are problems, we can either reach you immediately or we receive a return call within a short period of time. We receive suggestions for solutions at short notice thanks to your short pathways to specialists and development.”

Kurt Bächle, project manager/general coordinator

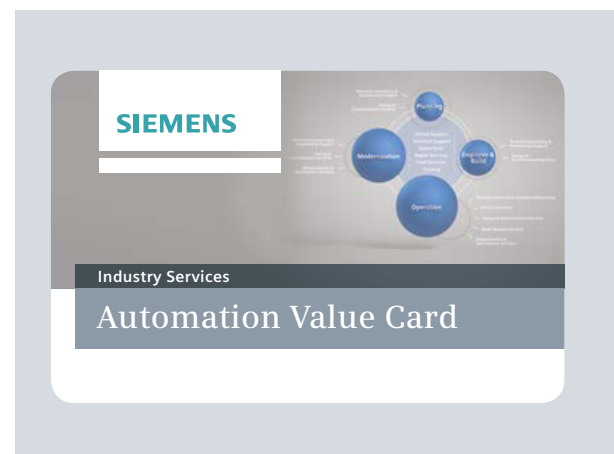


Automation Value Card – a fast and easy payment method

The Automation Value Card (AVC) accompanies you throughout the entire lifecycle of your machines and plants. You can use the card to pay for technical support services or for function blocks and tools ordered via the online portal.

- Service call without unnecessary delay
- Four card types are available with four different starting balances: 200 credits, 500 credits, 1,000 credits, and 10,000 credits
- Can be ordered via conventional ordering channels or through your Siemens contact partner

Service	Processing time	Charge
Online Support	–	Free of charge
Technical Support Basic	Up to 1 hour	Free of charge
Technical Support Extended	Up to 3 hours After 3 hours	500 credits Order required
Technical Support Option – Priority	Up to 1 hour	100 credits
Technical Support Option – 24 h	Up to 1 hour	100 credits
Technical Support Option – Mature Products	Up to 1 hour	200 credits



Industry Online Support Portal: Simple operation, efficient work

Online Support – Up-to-date information available at any time

The online portal is your central web address for comprehensive information and around 300,000 documents about our products, systems, and services in automation, for drives, and for the process industry. The portal gives you access to FAQs, manuals, certificates, characteristics, application examples, tools, and much more. The service catalog provides you with information about our services. In the forum, you can participate in discussions with other users and share experiences. In addition, you can use the online portal to submit support requests and find contact partners in your area.



Reduce engineering time through programming, configuration, and application examples



Share experiences directly with other users in the Technical Forum



Contact Siemens experts via Support Request

mySupport – Your personal information area

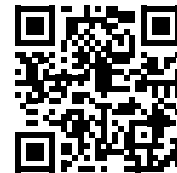
In the online portal, you also have access to your own personal work area: mySupport. In this area, you can display all the information you need for your daily tasks in a clear and organized format:

- Filters, favorites, or personal data individually structured for fast access
- Overview and management of requests to Technical Support
- Individually configurable notifications
- Creation of user-defined documentations

mySupport Cockpit

- > Favorites
- > Personal messages
- > My requests
- > CAx downloads

Scan to download the Industry Online Support App



Industry Online Support App – optimal use anywhere

No matter where you are, the Industry Online Support mobile app offers you 24/7 access to comprehensive information about all Industry products and systems from Siemens. That means that you always have everything you need to know at your fingertips.

- Scan function, search, and send requests
- Offline cache function of all favorites stored in mySupport – available even when not connected to a mobile network
- Directly submit a Support Request via the app



Technical Support Basic: individual support from Siemens Industry

Technical Support – Quick and proficient technical solution

Our support services offer you individual support for all technical issues in the areas of engineering, plant commissioning, and system tests. Your requests are handled by service specialists from Siemens. You can reach them via various channels:



- Online via Support Request
- By telephone (+49 911 895 7222)

Your benefits

- Contact partners for all questions regarding products from Siemens Industry
- Fast commissioning and reduced engineering costs

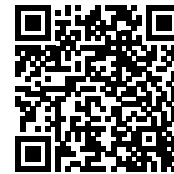
Technical Support Basic – free basic support

With the free Technical Support Basic service offerings, you receive advice and support for easily resolved requests submitted via telephone, e-mail, and remote connection instead of desktop assistance. Requests are handled in the order in which they are received. The processing time may take up to an hour.

Your benefits

- Available for all products and systems from Siemens Industry
- Available for free via all entry channels
- Available free of charge on weekdays during normal office hours

Submit
Support
Request
here



Technical Support Extended: specific support to troubleshoot and correct errors

Technical Support Extended – Highly qualified support by senior experts

The Technical Support Extended service offerings cover the processing of all requests that cannot be resolved within an hour. Our senior experts have comprehensive know-how in the areas of engineering, plant commissioning, and system tests. They are happy to assist you with difficult situations.

Your benefits

- Time and costs savings in automation projects
- Expert support in critical project situations



Typical areas of use for Technical Support Extended

Commissioning support

- Evaluation of problems in the user software
- In-depth examination of automation projects
- Step-by-step support for product training

Support for system migrations

- Migration from S7-300/400 to S7-1500
- Migration to the TIA Portal
- Upgrades from previous PCS 7 versions to the current PCS 7 version

Project planning support and project extension

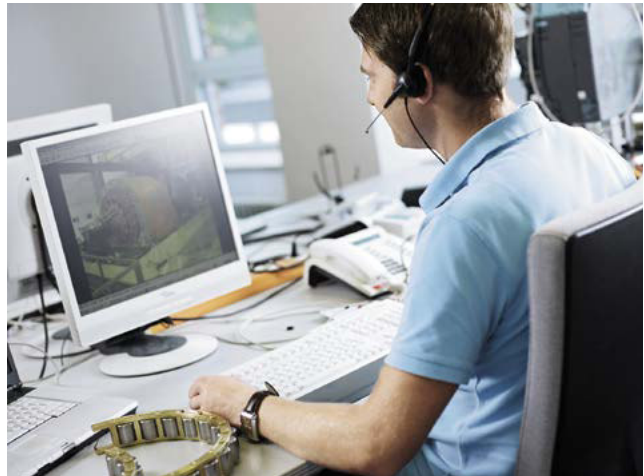
- Scripting and script adaptation
- Analysis of scripts, bus protocols, and complex database accesses
- Configuration and status checking

Individual customer solutions / special solutions

- Reproduction of the system/plant behavior while applying the same hardware and software configuration that has been implemented
- Customer-specific programs
- Project repair

Technical Support Options: additional Technical Support service offerings

Sometimes every minute counts and things simply have to move at a faster pace – especially with more complex challenges. That's why Siemens offers you additional service offerings that reduce the response and processing time as well as expand the accessibility.



Priority - fast callback

- Immediate callback by the next available specialist, usually within just a few minutes
- Submit a "Priority" request by telephone only
- "Priority" is charged via the AVC (100 credits per ticket)

24 h - round the clock availability

- On weekdays (Mon. - Fri.), Technical Support can be reached 24 hours a day
- Callback by a specialist within two hours
- "24 h" is charged via the AVC (100 credits per ticket)

Mature Products - requests regarding products that are no longer available

- Service for products on the Mature Products Global List
- "Mature Products" is charged via the AVC (200 credits per ticket)

Managed Support Services - central point of contact and bundled support

- Bundling and coordination of support activities via a central contact partner
- Separate entry channel for requests

There's more to discover at:
support.industry.siemens.com

Industry Support

With Industry Support, ensure your company's success throughout the product lifecycle – anytime and anywhere.

Reach your personal contact partner here



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