

Services for Process Instrumentation



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Services for Process Instrumentation

Lifecycle Services for Process Instrumentation

Overview

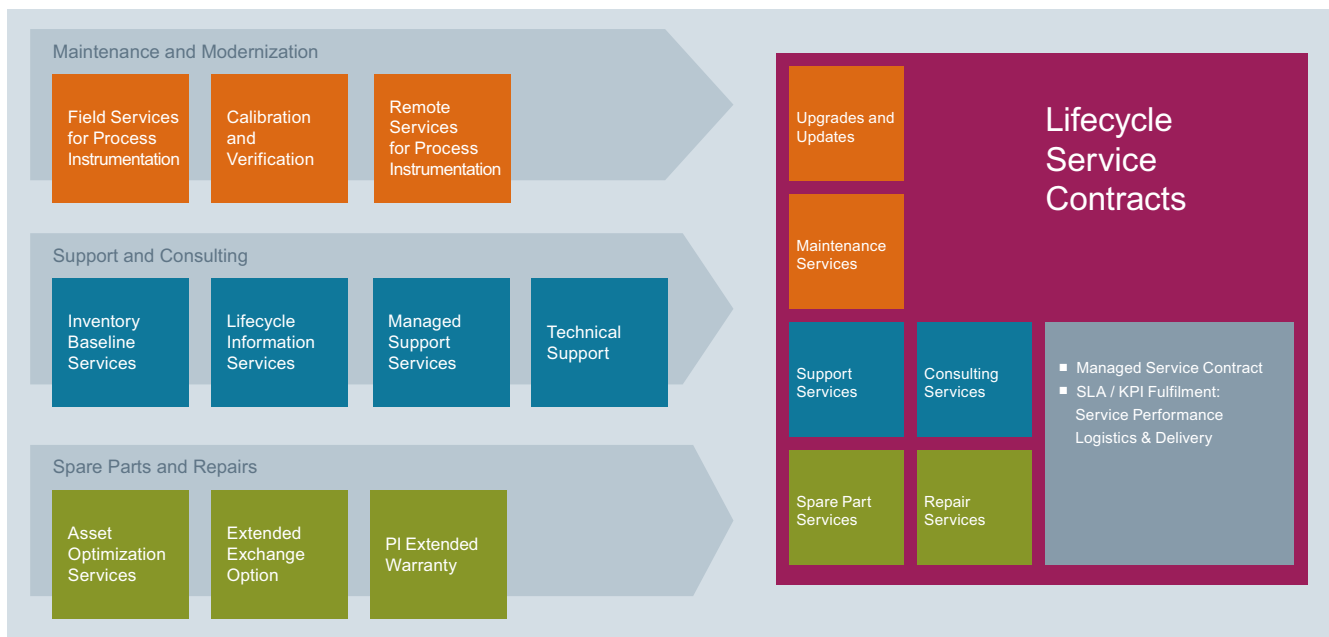
Introduction to Siemens Industry Services

As an industry partner, we offer you an unrivaled range of services and support based on our extensive technology and industry know-how. With our offer, you gain a high level of reliability and shape the digital future of your company. Our Industry Services cover the complete life cycle of your machines and plants and help you to increase their profitability and efficiency and to take advantage of the opportunities for digitalization while simultaneously reducing your total cost of ownership.

To learn more about Siemens Industry Services, see Appendix, page 10/5 and online at www.usa.siemens.com/services

Lifecycle Services for Process Instrumentation

Below is an overview of the specific Lifecycle Services for process instrumentation – a component of the Siemens Industry Services.



Lifecycle Services for process instrumentation – from individual services to a Lifecycle Service Contract

When it comes to making operating costs predictable and optimizing them continuously, protecting investments and thus ensuring plant availability, the key criterion for success is the serviceability of your instrumentation. That is the reason for our reactive, proactive and preventive Lifecycle Services for process instrumentation, which ensure the serviceability of instruments in modern plants at optimized costs throughout their life cycle. These individual services can be easily integrated on a product-specific basis into service programs or even into customized service contracts that are tailored to your specific requirements.

The standardized, yet flexible structure of our services for process instrumentation provides a future-proof basis for:

- Protection of your investment
- Assurance of plant availability
- Long-term predictability of maintenance costs
- Cost-optimized modernizations

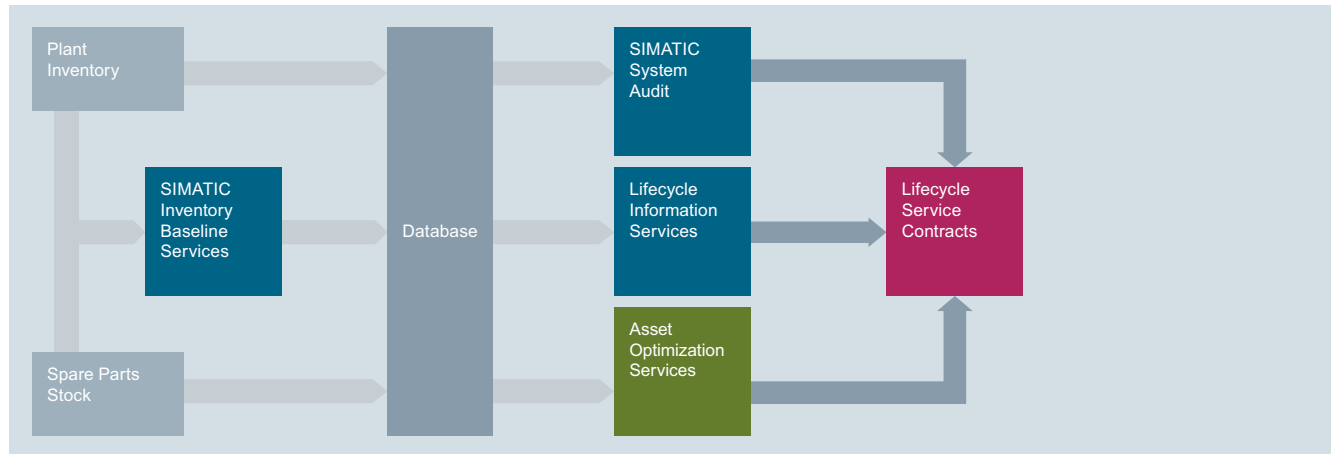
Applications

Service programs: Combination of selected portfolio elements

Service programs are selected packages of services for a product family or a service topic. The individual portfolio elements are coordinated to ensure seamless coverage throughout the entire life cycle and support optimum use of your products and systems. The individual services of a service program can also be used separately.

Based on the portfolio elements of our Lifecycle Services for process instrumentation, the following service programs are offered:

Installed Base Capture & Analytics Services

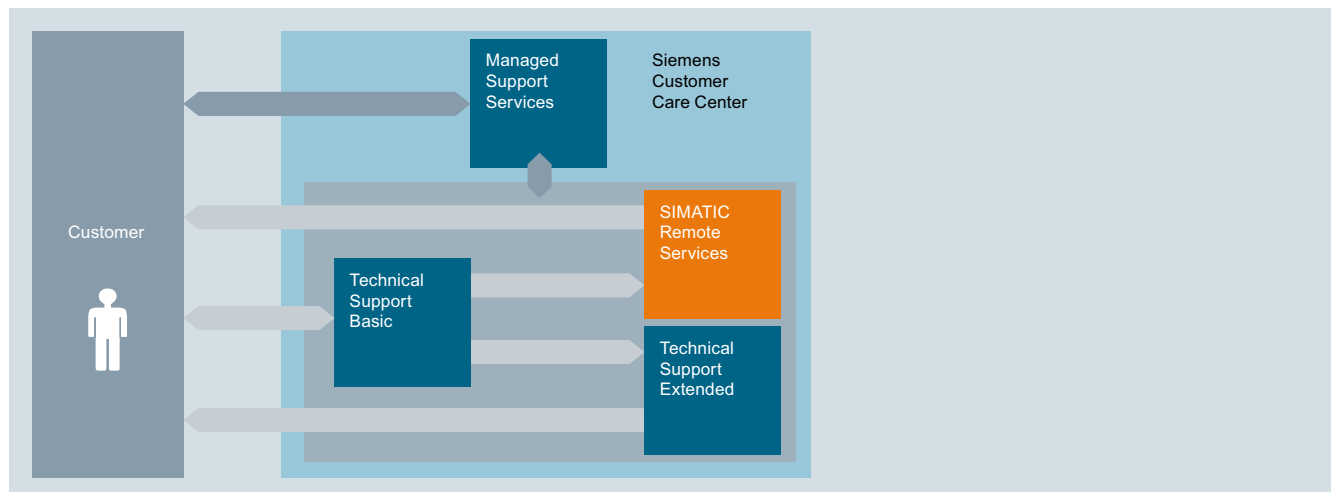


"Installed Base Capture & Analytics Services" service program

"Installed Base Capture & Analytics Services" are used to analyze and optimize the installed base. Ideally they include the following service elements:

- Inventory Baseline Services - inventory of installed field instruments
- Certified calibration and verification of field instruments
- Lifecycle Information Services - periodic life cycle status reports for all installed field instruments
- Asset Optimization Services - guaranteed spare part availability and optimized stock

Professional System Support



The "Professional System Support" service program combines the following portfolio elements:

- Managed Support Services
- Technical Support
- Remote Services for Process Instrumentation

More Information

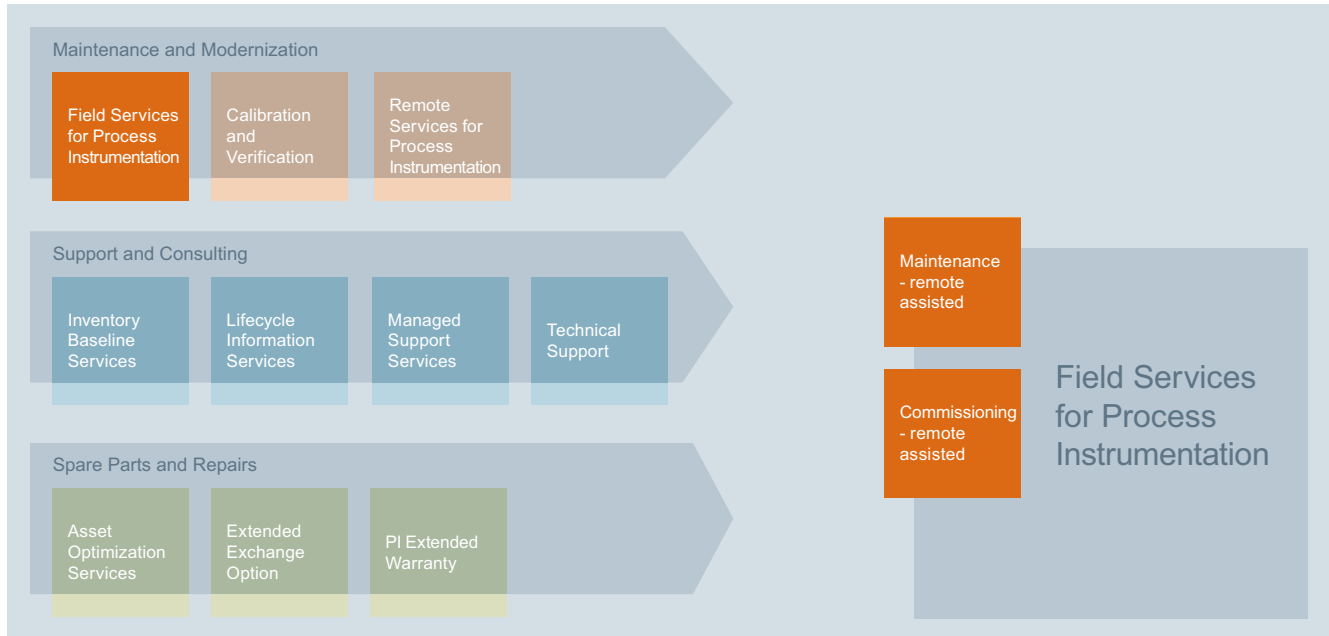
Additional information is available on the Internet at:
www.siemens.com/pils

Services for Process Instrumentation

Lifecycle Services for Process Instrumentation

Field Services for Process Instrumentation

Overview



Perfect plant integration through commissioning and maintenance are the key to optimal availability of field instruments and plants. However, the time spent and labor involved is often to the detriment of the core business. This can be avoided by using a qualified external service provider like Siemens - without compromising contractual security, achievability or coordination and adaptation to meet customer and process requirements.

Commissioning and maintenance - remote assisted

Experienced and qualified service personnel of Siemens Industry Services specialize in the commissioning and maintenance of field instruments and also have access to expertise from cross-industry applications and projects within a global service network. Customers receive optimal service from Siemens based on its extensive experience in the process industry environment and as a manufacturer of process instrumentation.

- Recording of process tag data
- Monitoring of operating conditions/instrument status
- Monitoring of installation
- Programming based on customer specifications
- Monitoring of instrument function
- Backup of data/parameters
- Creation of service documentation

In the event of a remote service request, on-site personnel are supported by a product specialist via the Siemens Remote Service Platform with Desktop Sharing.

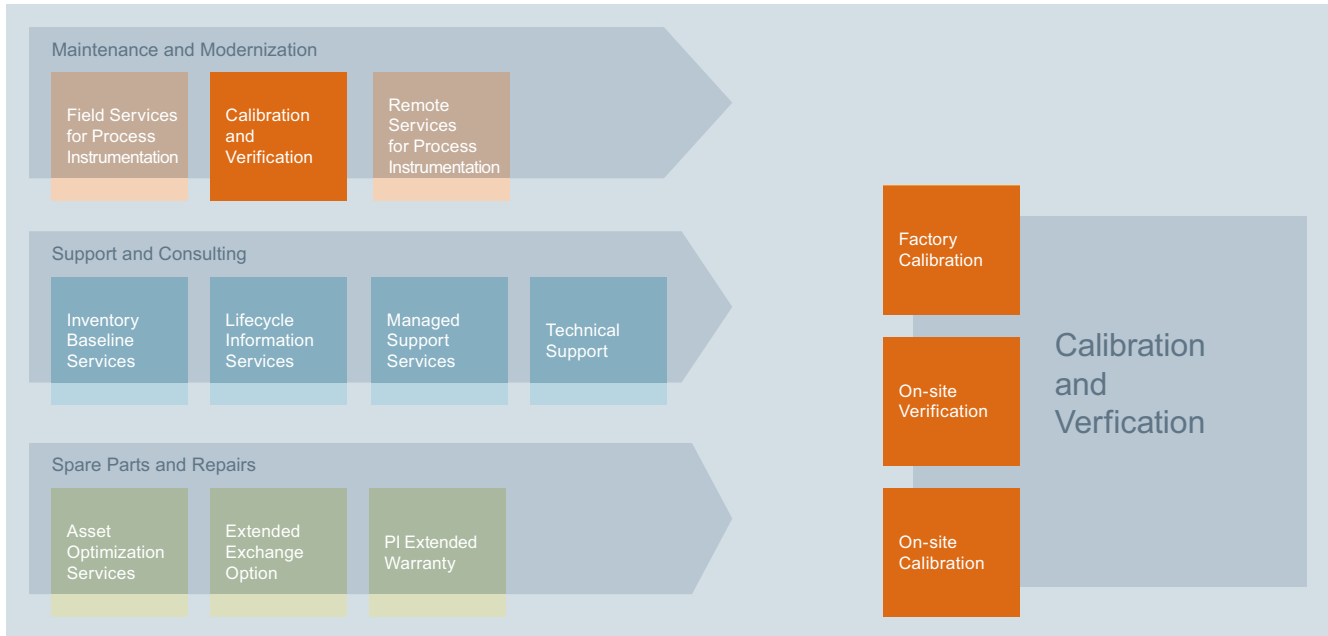
Benefits

- Shorter response time and time-to-solution
- Direct contact between customer and manufacturer in close collaboration with the responsible on-site service
- Maximization of field instrument service life
- Reduction in downtime and associated costs through early detection of operational or environmental weak points and implementation of correspondingly schedulable counter-measures.

More Information

Additional information is available online at: www.siemens.com/pils

Overview



Our comprehensive Calibration and Verification Services assure maximum reliability and precision for your process measuring equipment.

- The **Factory Calibration** module provides factory and laboratory calibrations (according to ISO 9001, ISO/IEC 17025) for pressure, temperature and flow rate measuring equipment made by Siemens as well as other manufacturers.
- The **On-site Verification** module is an economical and time-saving alternative to sending field equipment back to the factory.
- With the **On-site Calibration** module, Siemens ensures sustainable and reliable quality assurance of your measurements.

	Pressure	Temperature	Flow Rate	Weighing Technology
Factory calibration ISO 9001	✓	✓	✓	
Accredited Laboratory Calibration ISO 17025	✓	✓	✓	
On-site Calibration ISO 9001	✓	✓		✓
On-site Verification ISO 9001			✓	

Benefits

Reasons for calibration of field instruments

- Periodic calibration for quality assurance according to ISO 9000
- Compliance with standards, guidelines or legal requirements
- Verification of custody transfer measurements
- Early detection of errors

Reasons for verification of flowmeters

- Alternative to expensive wet calibration
- Testing without uninstalling the process instrumentation
- Differentiation between product- and installation-related errors

More Information

Additional information is available on the Internet at:
www.siemens.com/piscv

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Lifecycle Services for Process Instrumentation

Remote Services for Process Instrumentation

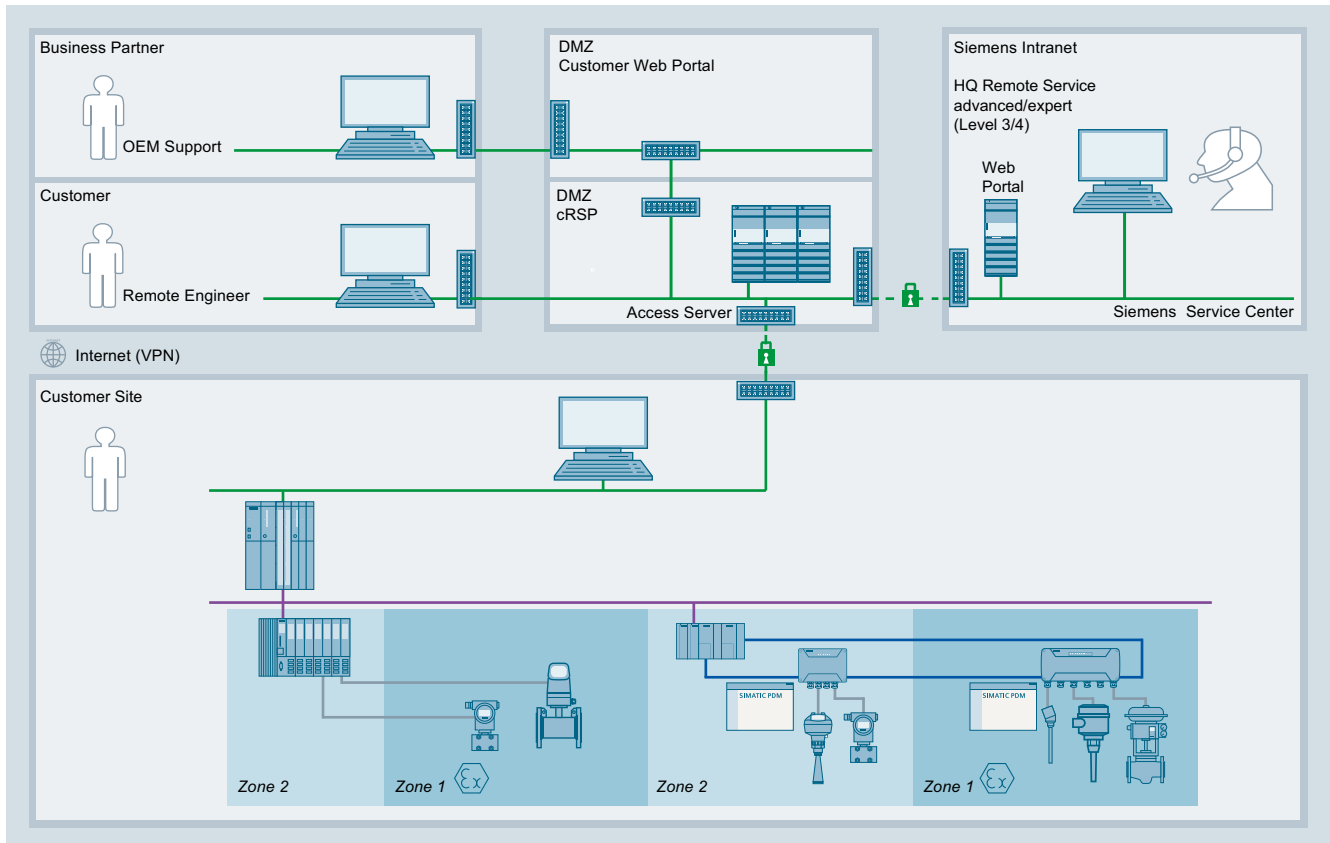
Overview



Remote Services for Process Instrumentation

Remote Services for Process Instrumentation ensure reactive support for all installed field devices. Reactive Remote Services provide a low-cost introduction to a modern efficient support service. Service availability based on the Siemens Remote Service (SRS) platform and remote access tools forms the basis for rapid troubleshooting or a comprehensive consultation regarding your machine or plant.

The "Remote Access Services" (so-called connectivity packages), which are required once per installation, enable communication between the customer system and Siemens IT infrastructure (cRSP = common Remote Service platform) and comprise different hardware and software components.



Siemens Remote Service platform

Benefits

- Secure remote connection of your automation system to the SIMATIC TechSupport IT infrastructure
- Direct worldwide connection to the network of Siemens system experts
- Provision of remote IT infrastructure including support and maintenance
- Complete transparency due to central administration of all system accesses
- Compatible with generally valid Industrial Security concepts
- TÜV/CERT certification of Siemens cRSP infrastructure

More Information

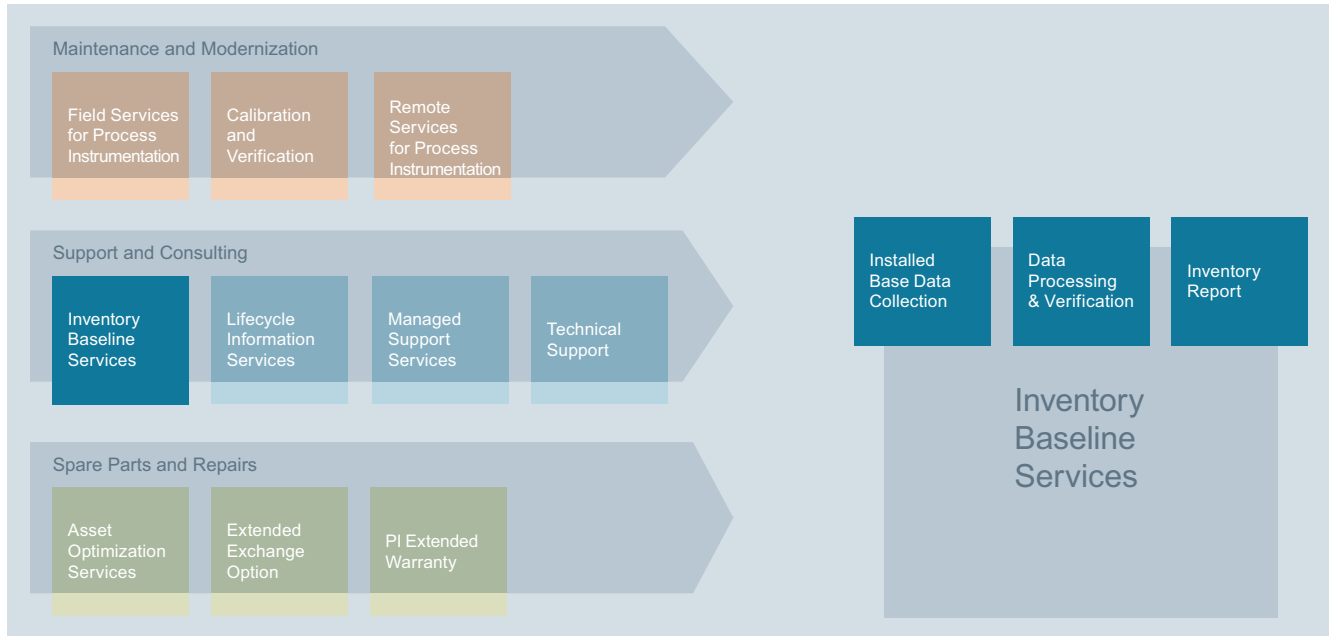
Additional information is available online at:
www.siemens.com/siremote

Services for Process Instrumentation

Lifecycle Services for Process Instrumentation

Inventory Baseline Services

Overview



It is essential to make the right decisions when planning modernizations or when budgeting for necessary maintenance measures. The basis for such decisions is an in-depth knowledge of the field instruments being used. This requires:

- Standardized and complete information collection on all installed process instrumentation components
- Information collection using the least possible time and money.
- Documentation of results in standardized reports

With its Inventory Baseline Services, Siemens offers modern data-driven services that use new methods and tools to help you plan maintenance of machines and plants even more efficiently.

Making an inventory gives you an overview of the currently installed plant equipment and the spare parts in stock. The inventory results serve as a decision-making aid when planning future measures for maintenance and modernization.

Inventory Baseline Services make the installed components of machines and plants transparent and create the database for other Lifecycle Services, such as Lifecycle Information Services or Asset Optimization Services.

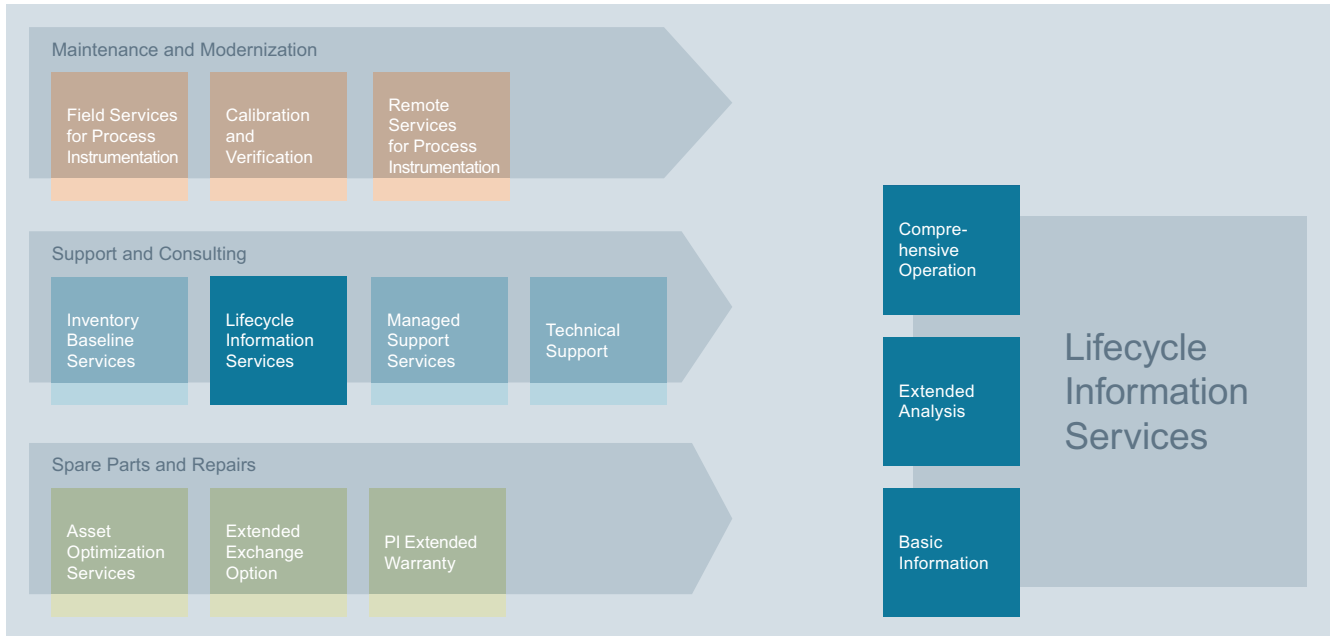
Benefits

- Cost-efficient and standardized inventorying
- Valid decision-making aid for planned plant expansions, modernizations as well as for preparation for updates/upgrades
- Solid basis for planning and implementation of other Lifecycle Services

More Information

Additional information is available online at: www.siemens.com/sibs

Overview



For planning your maintenance strategy, Lifecycle Information Services periodically provide you with detailed information on the product life cycle of the utilized components.

The Lifecycle Information Services have a modular structure so that you need only request information that you actually require. Each of the following three methods returns a plant-specific report as result. You can decide for yourself how comprehensive you want this report to be.

- **Basic Information**
Product Lifecycle Status focusing on analysis of functional obsolescence
- **Extended Analysis**
"Basic Information" module and analysis of product-related statistical mean time between failures (MTBF)
- **Comprehensive Operation**
"Extended" module supplemented with plant-specific information on updates/upgrades and general recommendations

Benefits

- Proactive, periodic service information for reduction of obsolescence risks
- Assurance of plant availability through specific service recommendations
- Prevention of unscheduled downtimes or cost-intensive supply bottlenecks
- Evaluation of new technological innovations

More Information

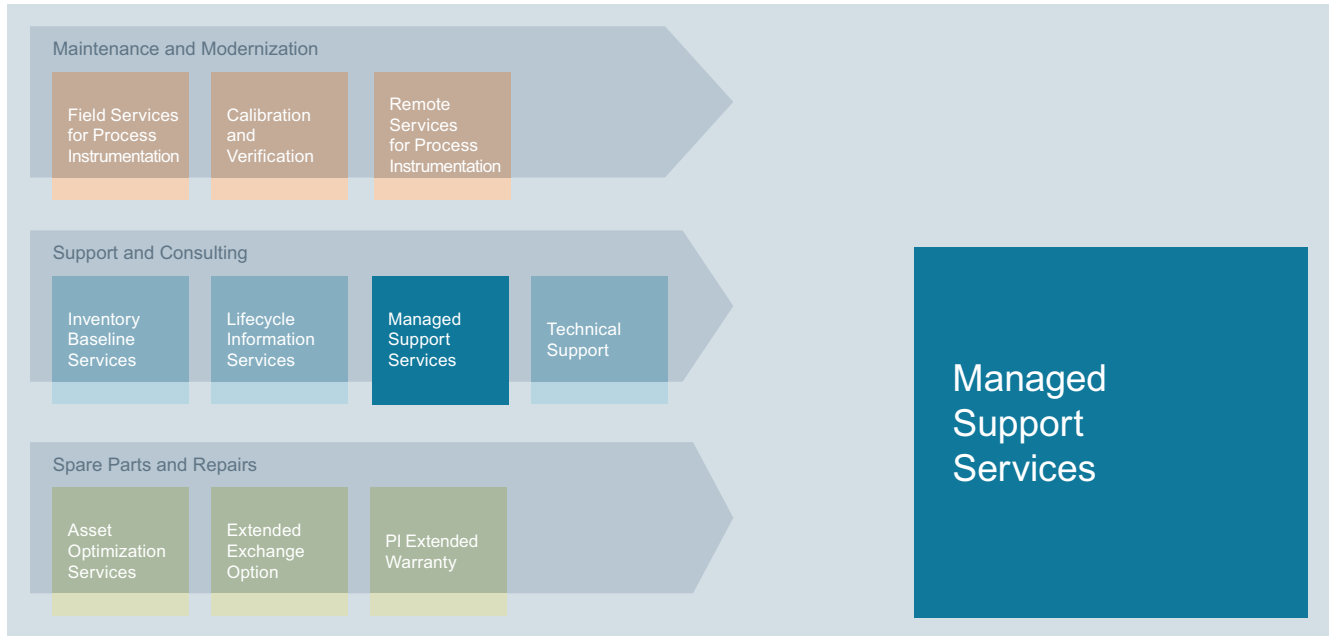
Additional information is available online at:
www.siemens.com/lis

Services for Process Instrumentation

Lifecycle Services for Process Instrumentation

Managed Support Services

Overview



Managed Support Services offer competent and efficient support through a "Dedicated Support Manager" who, as the central contact person, ensures an efficient exchange of information between all parties involved.

The Dedicated Support Manager coordinates and prioritizes all activities, is familiar with the customer's plant, knows the maintenance processes and the installed base and, if necessary, uses remote access for diagnostic and troubleshooting purposes.

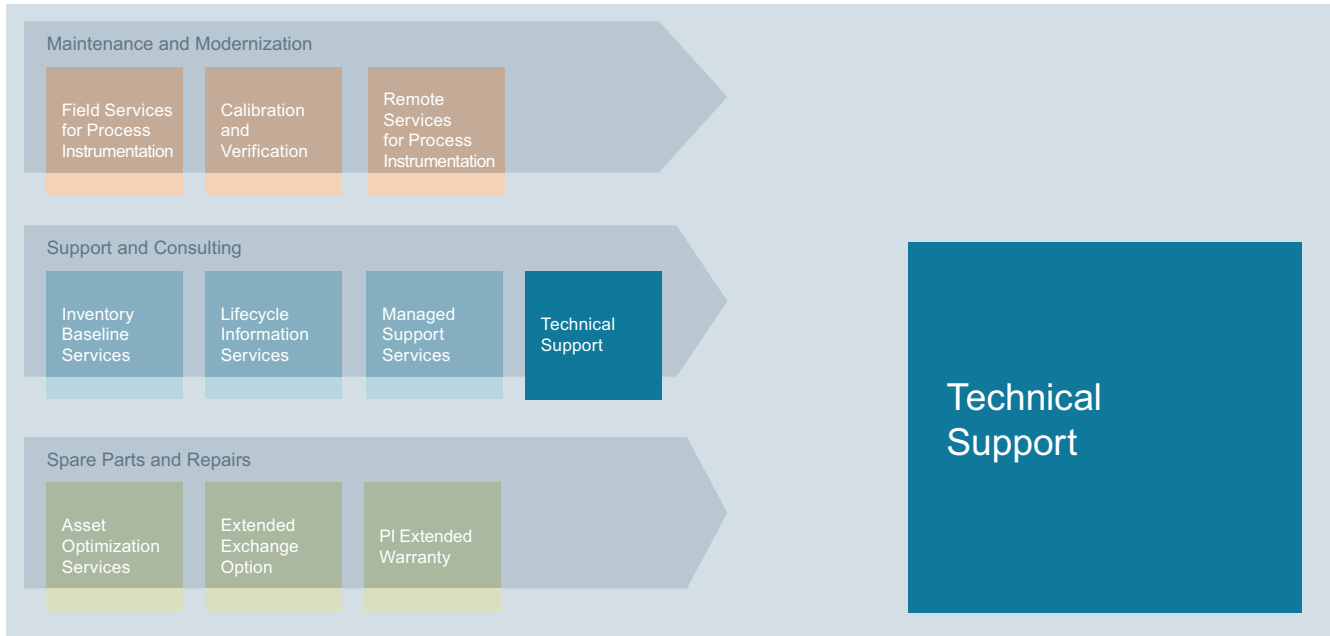
Benefits

- Quicker processing and resolution of complex support requests
- Simplification of requests by means of central coordination and an exclusive "incoming" channel
- Higher "first-time-fix-rate"
- Avoidance of expensive on-site service calls
- Greater transparency of the support measures performed through active support management

More Information

Additional information is available online at:
www.siemens.com/mss

Overview



The Technical Support of Siemens Industry provides you fast and competent support regarding all technical queries - ranging from basic support to customized support contracts. Even discontinued products and products that are no longer available are fully supported so that the value of your investment is preserved over the long term.

Ways to contact Technical Support

Online, using the Support Request form - A Support Request is the primary incoming channel for questions regarding Siemens Industry products. When you submit a Support Request, your request is assigned a unique ticket number that facilitates tracking. A Support Request gives you direct access to technical experts, recommended solutions for a wide range of issues (e.g. FAQs) and status tracking.

www.siemens.com/automation/support-request

By phone - You can get in touch with Technical Support experts at: 1-800-333-7421

Benefits

- Personal contacts for all questions regarding Siemens Industry products
- Available during regular business hours on work days
- Available free of charge online and by phone
- Fast commissioning and reduced energy expenditure
- Fast and competent support in critical situations

More Information

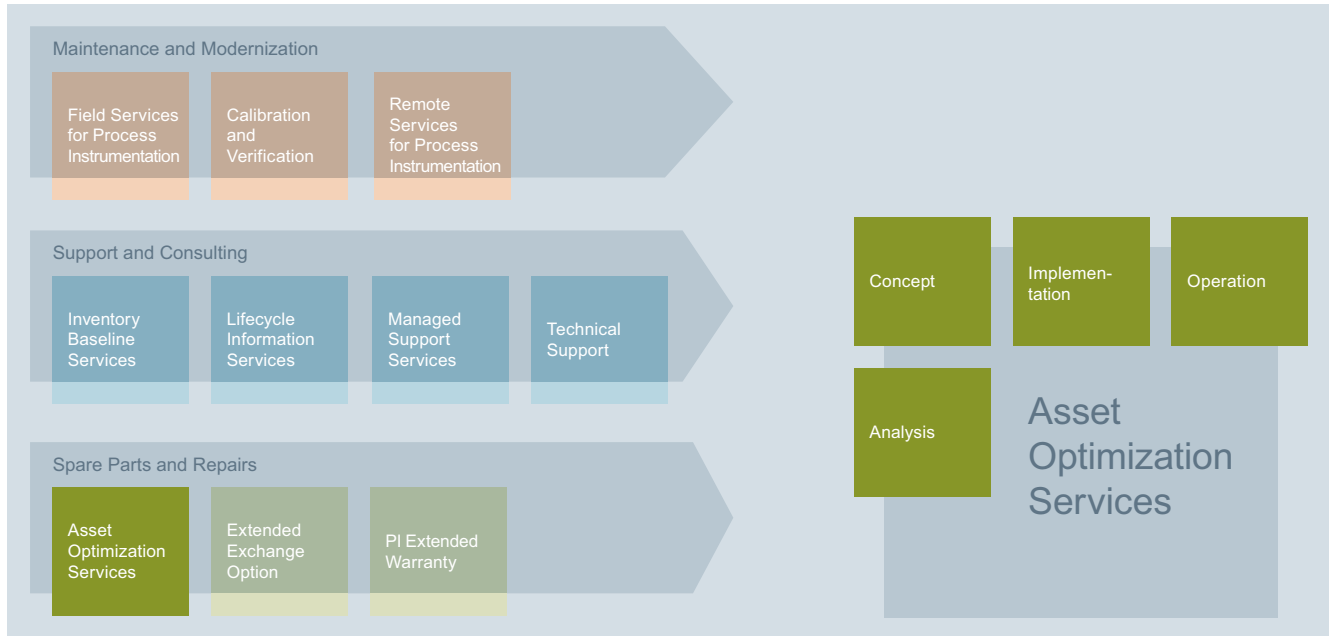
Additional information is available online at:
www.siemens.com/sios

Services for Process Instrumentation

Lifecycle Services for Process Instrumentation

Asset Optimization Services

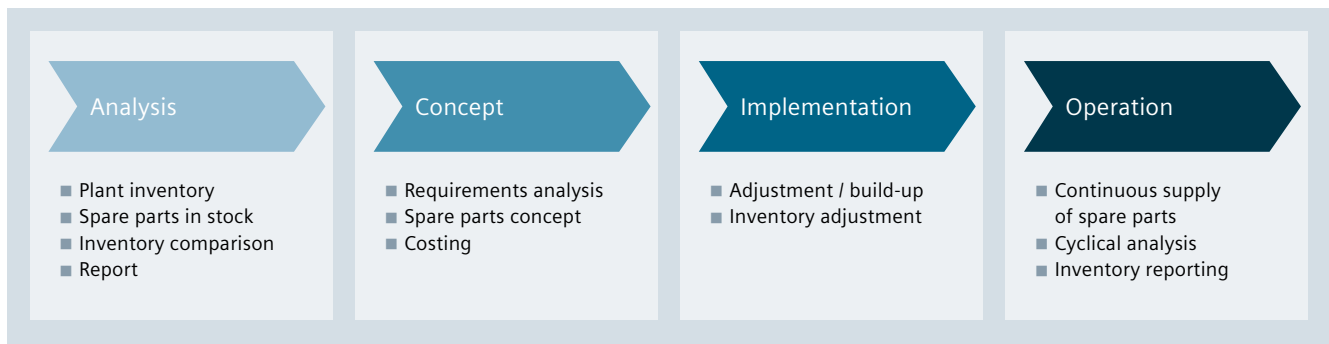
Overview



High plant availability with optimal spare parts supply - Asset Optimization Services provide a structured and systematic procedure for the holistic optimization of the supply of spare parts.

The four phases of Asset Optimization Services are coordinated with one other but can also be used independently:

- **Phase I: Analysis**
Determination of the current spare parts situation on site: availability, product life cycle, spare part delivery times
- **Phase II: Concept**
The concept phase consists of an analysis of the actual requirements and the development of a spare parts concept.
- **Phase III: Implementation**
Based on the results of the concept phase, the required warehouse structures, storage locations and spare parts are set up.
- **Phase IV: Operation**
The optimized and continuous supply of spare parts is an essential contribution to high plant availability. Depending on the specific contractual agreements, cyclic inventory analysis and a regular exchange of information also take place.



Benefits

- Creates transparency about the actual spare parts requirements
- Ensures spare parts availability over the entire life cycle of the machine or plant and therefore fulfills an important prerequisite for improved serviceability
- Shift to external inventory keeping and continuous supply with necessary spare parts

Ordering data

Ordering data	Article No.
Analysis	On request
Concept	On request
Implementation	On request
Operation	On request

More Information

Additional information is available online at:
www.siemens.com/aos

Overview



Extended Exchange Option offers extended replacement of defective products and systems that have failed under intended use, for example, due to material defects. An EEO can be ordered up to 12 months after product delivery. The running time of the EEO can be specified in 6-month increments ranging from 24 to 60 months from the time of product delivery. Within this pe-

riod, you receive free replacement of defective products that were included as part of the EEO agreement.

The EEO can be ordered for practically all currently marketed Siemens Industry products. Wear parts are excluded from the EEO.

Benefits

- More transparency about operating costs of a machine or plant
- Reduction of economic risk through better predictability
- EEO can be adapted to customer requirements by the product selection and flexible running time.

More Information

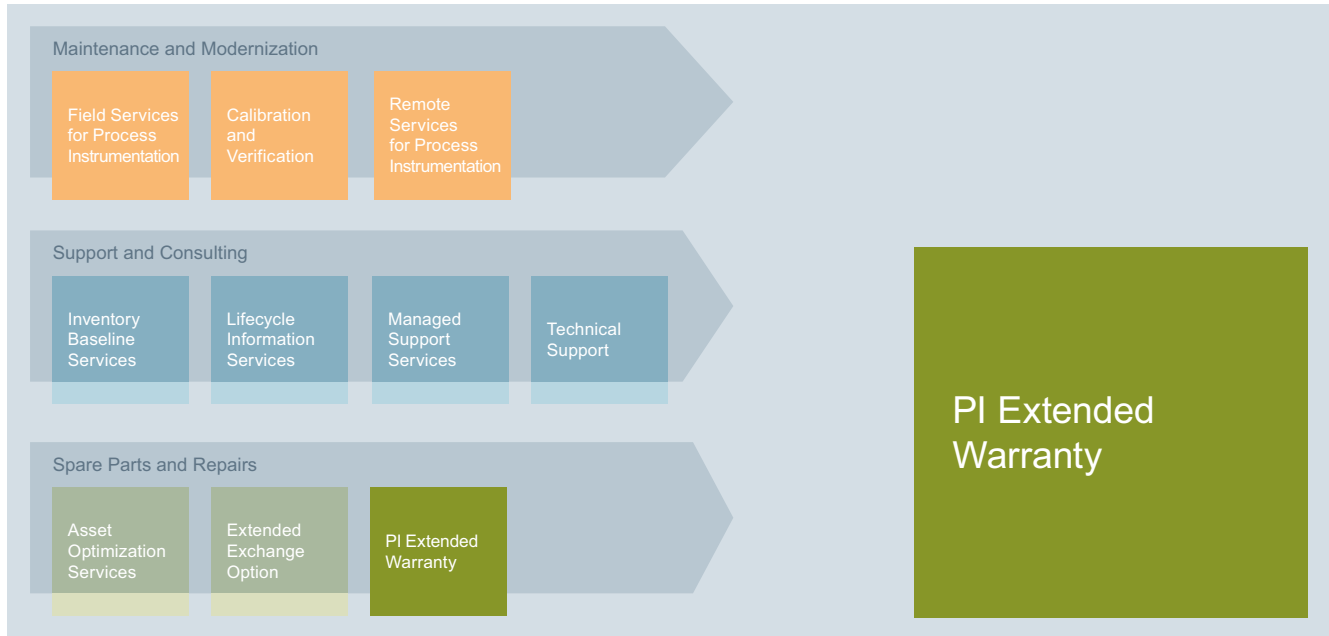
Additional information is available online at: www.siemens.com/eeo

Services for Process Instrumentation

Lifecycle Services for Process Instrumentation

PI Extended Warranty

Overview

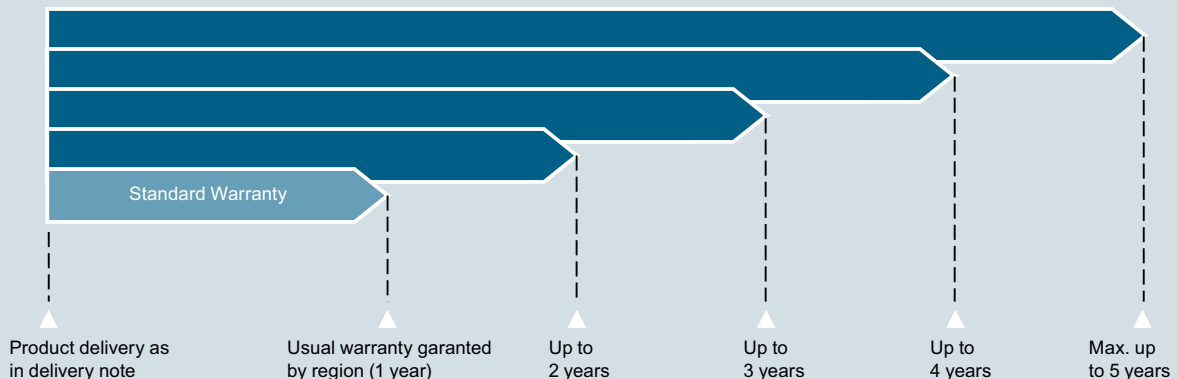


The Process Instrumentation (PI) Extended Warranty enables you to protect yourself against unforeseeable maintenance costs for your Siemens process instrumentation order. The Extended Warranty applies to repair and replacement of defective devices that have failed under intended use, for example, due to material defects. An Extended Warranty can be purchased for all Siemens process instrumentation devices together with the product order. A running period of 24, 36, 48 or 60 months can be selected and starts on product delivery. The selection of an

Extended Warranty applies to all process instrumentation devices in the respective order that have a serial number (for traceability). In case of a warranty claim, the defective device can be returned worldwide using the "Returned goods process" of the respective region.

The Extended Warranty can be ordered at any time from our local sales office. If you are interested or have further questions, feel free to contact the sales office.

PI - Extended Warranty



Benefits

- **Easy to order**
One-time payment together with the product order ensures protection of devices over an extended period.
- **Cost transparency**
During the running time of the Extended Warranty, no costs will be incurred for repairs, unless caused by the customer.
- **High flexibility**
The running time can be flexibly selected according to your requirements.
- **Global availability**
In the case of a warranty claim, the defective device can be returned to one of our worldwide offices.
- **Traceability**
If required, a certificate can be generated containing a list of covered devices including their running time. The running time for a device can additionally be traced by entering the serial number in the Siemens PIA Lifecycle Portal.

Ordering data

Extended Warranty

- For a total of 24 months
- For a total of 36 months
- For a total of 48 months
- For a total of 60 months

Article No.

GWK-PI-EXWARR-02
GWK-PI-EXWARR-03
GWK-PI-EXWARR-04
GWK-PI-EXWARR-05

More Information

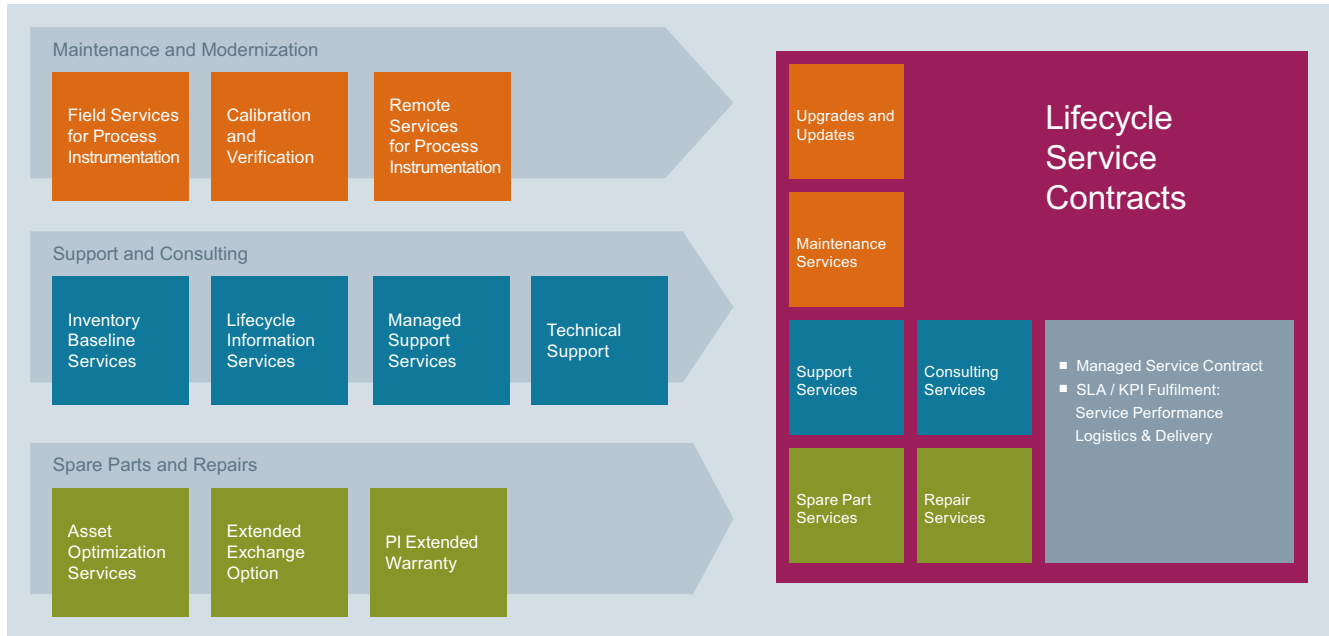
Additional information is available online at:
www.siemens.com/pi-extended-warranty

Services for Process Instrumentation

Lifecycle Services for Process Instrumentation

Lifecycle Service Contracts

Overview



The service elements introduced in the preceding sections form the basis for customized Lifecycle Service Contracts for process instrumentation. In addition, specific contract parameters, so-called service KPIs, can be agreed upon individually. A prerequisite for entering into a Lifecycle Service Contract is an in-depth knowledge of the installed system base.

Long-term investment protection

Ongoing service of plants keeps the risk of obsolescence (failure) low; the optimized maintenance costs are largely constant and therefore predictable.

Benefits

Benefits of a long-term service contract

- Long-term investment protection
- Better predictability of maintenance costs
- Increased plant availability, for example, through promised arrival times for service, guaranteed spare parts supply and preventive maintenance measures
- Assurance of availability (minimization of failure risk) of utilized field instruments
- Protection of system know-how of the manufacturer
- Proactive contract management