



SIEMENS



Industry Services

Modular service contracts for electric motors and converters



Technology-based services for a greater competitive edge

Minimum downtime and the optimum use of staff and resources are key to sustainable success in industry. Siemens provides the basis for greater productivity, flexibility, and efficiency with technology-based services throughout the lifecycle of an industrial plant – reliably, globally, and around the clock. In-depth technology and product knowledge as well as industry expertise within Siemens' global network of experts ensure a considerable competitive edge.

The challenge: The right service for individual plants

It is generally impossible to use standard solutions to service and maintain industrial plants because although numerous parts are identical, the way those parts interact is always different. Plant operators need a plant that functions reliably – at predictable costs throughout the entire lifecycle. This requires individually configured service packages for defined automation and drive technology system or product groups that meet the specific requirements at hand.



How can individual services be seamlessly coordinated to support the optimal use of all equipment and plants? And how can the interfaces be appropriately minimized during maintenance to avoid unnecessary downtimes? For cost reasons alone, operators want to know how these services will help to relieve the company's own maintenance resources: The comprehensive technical knowledge of service specialists at Siemens has proven itself in all these areas.

The solution:
Service contracts from Siemens Industry Services

Individually tailored service contracts make the maintenance, optimization, and modernization of automation and drive technology in industry more efficient and powerful while reducing costs. Flexible options, such as extended service periods, defined arrival times, special maintenance intervals, and remote maintenance can be tailored to meet the customer's needs. Paired with the extensive experience and expertise of the maintenance and service specialists from Siemens Industry Services, service contracts reduce downtimes and provide for the high availability and productivity of all equipment and plants while offering predictable operating costs.

Maintenance contracts for motors and converters

Reliable motors and converters are at the heart of every industrial plant. When it comes to continuous operation under high levels of environmental pollution (dirt, dust, aggressive atmosphere), individual components such as pulse generators, rolling bearings, and fans are subject to increased wear and tear. This can cause minor localized damage, such as a low insulation resistance, which can then result in more major damage. To prevent this from occurring, maintenance contracts from Siemens offer maintenance and overhaul intervals that can be customized to meet specific plant requirements and which ensure that the status of all components is professionally checked and critical parts are replaced when needed. The corresponding documentation and product-specific checklists help to ensure that all relevant examinations are conducted at the proper time and that optimal availability is achieved.



Maintenance contracts include comprehensive consulting services to achieve maximum plant availability and to assess whether new equipment or retrofits in the drive technology field might help to achieve that objective. Along with these consulting services, Siemens offers plant-specific instruction as part of its on-site service to ensure that the plant operators are thoroughly familiar with all necessary operations and simple maintenance work. In addition, Siemens offers more extensive training in preventive maintenance.

When designing maintenance contracts, customers benefit from comprehensive consulting services and can choose from numerous optional services:

- Defined product support/maintenance
- Training courses (basic and intermediate training courses)
- Remote services and condition monitoring
- Remote plant support with telephone assistance
- Support times (reaction, arrival and service times)
- Individual spare parts kit on-site
- Defined costs for defined services

The benefit:

Assured plant availability through customized maintenance

Perfectly coordinated service contracts from Siemens help to optimize the operational reliability of motors and converters. With service contracts, customers can:

- Maximize the service life of Siemens products
- Minimize downtimes and unpredictable expenses
- Reduce wear and tear on components under heavy stress
- Improve the operating conditions
- Extend the lifecycle of their plants

Remote services – expert knowledge close at hand

Remote services are an optional service that can be integrated into service contracts. The Remote Service Platform from Siemens (cRSP) has set new standards in terms of IT security, traceability, and flexibility. When necessary, the platform makes it possible for Siemens drive specialists to monitor, analyze, and optimize even complex drive systems via remote access – quickly, efficiently, and reliably. Supported services range from reading out the history memory, the analysis of stored data via online condition monitoring for motors and software updates to video support for on-site service work.

The benefit:

Always the best possible service

- “Best Practice” Remote Service Platform is the market leader for secure data connections and maximum availability
- Fewer unplanned downtimes thanks to early error analysis and optimized maintenance planning
- Support desk available 24/7
- Transparency through monitoring and reporting of all connections

The information in this data sheet contains general descriptions of the technical options and features available and may not always apply in individual cases or may be changed as a result of continuing product development. Performance features are binding only if expressly agreed upon by contract.

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Condition monitoring – for condition-based maintenance

As part of the service contracts from Siemens, customers can choose the monitoring of central and sensitive drive components as an optional service. This option makes it possible to detect irregularities during operation at an early stage, initiate countermeasures, and plan service work more efficiently. In the case of motors, the focus is on monitoring vibrations, winding and bearing temperatures, as well as speed. With frequency converters, monitoring focuses on current, voltage, and power; cabinet, water, and heat sink temperatures; fault profile; and communication.

The benefit:

Improved performance, lower costs

- Increased equipment and plant availability through early error detection and optimization of service operations
- Plant downtimes are minimized and consequential damage is reduced
- Potential for reduced spare parts storage and condition-based maintenance
- Flexibly scalable hardware and software concept

For further information and support, please contact your local Siemens partner:
www.siemens.com/services/partner

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