Welcome to Siemens Customer Care Center
Introduction

Welcome to Siemens Customer Care Center for Digital Factory and Process Industries and Drives. This short guide will give a brief overview of what services we offer as well as what information we need from you, our valued customers, to ensure we are able to respond to your needs fastest.

The guide covers the following topics:

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1. Spare Parts

When requesting a quotation for spare parts please provide
- The Siemens part numbers
- Quantities required
- Requested location of delivery
- End user company information.

The above information is mandatory to initiate the process of offer preparation in our system.

In addition to the above for certain products additional information is needed as follows:

**LOHER MOTORS AND DRIVES SPARES**
Please send the 7 digit serial number mentioned on the product nameplate.

**FLENDER GEARBOX AND GEAR MOTOR SPARES**
Please send us the nameplate photo attached to the Fender unit along with any drawings and spare parts documentation available.

**FLENDER COUPLING SPARES**
We require the serial number of the coupling (if available) or a copy of the Siemens/Fleender drawing of the coupling. In case the serial number or drawing is not available please provide coupling type, size, bore type.

**SPARES FOR ALL OTHER MOTORS AND DRIVES**
To obtain spare parts for Siemens motors and drive units please send us the nameplate photo of the complete motor and/or drive. Based on the data on the nameplate we can obtain the spares list for the specific machine.

**INDUSTRIAL PC SPARES**
We need the nameplate photo of the Industrial PC for which spares are needed. The serial # mentioned on the nameplate provides the parts list for the specific Industrial PC.

**INSTRUMENTATION SPARES**
For all instrumentation spare parts we require the nameplate photo of the instrument itself.

2. Spare Parts – Rush Delivery

Certain spare parts can be ordered as rush delivery for plant shutdown situations. This service is available with only certain suppliers and for certain product categories provided the items are in stock at the time of order placement.

Please contact the service team with the request for rush delivery.

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**For all new enquiries please contact:**
Phone: +971 4 3660 770
Fax: +971 4 3660 766
Email: adservice.ae@siemens.com
3. Spare Part Packages

We can tailor packages based on needs and plant requirements. Different types of packages are available - ranging from basic packages that have the most critical components to premium packages that ensure almost any malfunction can be cleared quickly over the product's lifecycle.

Siemens spare part packages help cut downtimes resulting from faults in motors and drives as critical parts are on site and need not be ordered.

**SPARE PART PACKAGES FOR MOTORS**
Siemens has tailor made spare part packages specific to our different motors. In addition we can also customize the packages based on individual plants and for specific applications.

**SPARE PART PACKAGES FOR DRIVES**
Drives are critical to a plant's drive system especially medium voltage drives. Their ability to function correctly is vital to plant operations. Based on Siemens extensive experience with these equipments we have put together device specific spare part packages.

For more information on Spare Part Package offers please view the following:


4. Extended Warranty

You can now extend the warranty of your Siemens equipment. While it does not cover all equipment you can check with us on what parts can have warranty extended. Simply send us the following:

- BOQ - part numbers and quantities
- Complete address where equipment is installed/will be installed
- When is delivery expected for the equipment
- How long the warranty needs to be extended

For certain products it is possible to purchase an extension in warranty even after delivery. You may contact us within 6 months of delivery of the parts so we can advise on the possibility to extend warranty.
5. Replacement for Siemens Motors, Drives and Couplings

When requesting a quotation for a complete motor or drive please provide:
- The nameplate photo of the required motor, drive or coupling
- Quantity required
- End user company information.

The above information is mandatory to initiate the process of offer preparation in our system.

Based on the nameplate information including serial number we will retrieve the records of the motors/drives as built by factory. Please note our quotation would not take into account any changes done to the machine after it has left factory e.g. modifications by an OEM.

If your motor has multiple nameplates please provide us with photographs for all nameplates. If any certification is required with the motors please do mention that with your initial request.

In addition to the above for certain products additional information is needed as follows:

**LOHER MOTORS AND DRIVES**
Please send the 7 digit serial number mentioned on the product nameplate.

**FLENDER GEARBOX AND GEAR MOTOR**
Please send us the drawing for the existing machine if available.

**FLENDER COUPLINGS**
We require the serial number of the coupling (if available) or a copy of the Siemens/Flender drawing of the coupling. In case the serial number or drawing is not available please provide coupling type, size, bore type.
6. Replacement for non-Siemens Motors and Drives

We can replace your existing non-Siemens motors and drives with equivalent ones from our portfolio. In order to do so we need the following details of your existing machine:

For motors
- Datasheet and Drawing of existing motor/drive
- Application details where the machine is used
- Details of driven equipment
- Photographs of the location where existing motor is installed.
- Speed Torque Curves

For drives
- Datasheet and Drawing of existing drive
- Application details where the machine is used
- Details of driven equipment

7. Replacement Instrumentation

When requesting a quotation for a complete instrument to replace an existing unit on site please provide
- The nameplate photo of the exiting instrument
- Quantity required
- End user company information.
- Configuration details for the instrument e.g. measuring range, display units, tag #s etc.
- If any calibration certificates are required.

Why is end user required?

End user information is mandatory to run through our export control checks, which needs to be done for any offer sent.
8. Field Service Engineer

If you require assistance on site for Siemens equipment please contact us. We can support with commissioning activities and troubleshooting. In order to do that we require information such as location of service, products, scope of work etc.

The date of mobilization can be confirmed only on receipt of an order. In case of emergencies / unplanned shutdowns, for an additional premium, an engineer can be mobilized on immediate basis if an engineer is available.

This information can be provided via a request for engineer form available at:
>> [http://www.middleeast.siemens.com/pool/about/rfe.xlsx](http://www.middleeast.siemens.com/pool/about/rfe.xlsx)

Once we receive your form we can advise on next course of action.
9. Repair

When requesting a quotation for repair of Siemens equipment please provide:

- The nameplate photo of the machine/part. If the defect is in a part of the machine then please send us a nameplate of both the machine and the part that is defective.
- End user company information.
- Nature of the fault
- Pictures (wherever applicable) for damage to equipment
- Where was the equipment originally purchased from
- Is equipment still under standard or extended warranty

The above information is mandatory to be able to advise next steps for repair. Depending on the equipment the repair may take place locally or at one of Siemens global repair facilities.

In addition to the above for certain products additional information is needed as follows:

**MOTORS**

Motor repairs normally take place in our authorized workshop. Please let us know the possibility to deliver the motor to our workshop for inspection and preparation of a quote.

In the event repairs can be possible on site you can request a field service engineer.

**INSTRUMENTATION**

For flow instrumentation recalibration can only take place in factory. Service offered in the region covers verification, this can be requested through a field service request. In most cases repair is not an economically viable option and it is cheaper to replace the units. This however can be confirmed by sending us the details of the instrumentation to our central email ID.

**PERFECT HARMONY DRIVE CELLS**

These are repaired in our factory in US. Please provide the drive nameplate to raise a request with our factory. An inspection estimate shall be provided after which inspection can be ordered. Upon placement of the order Siemens shall provide RMA (return material authorization) documents to accompany the cells when sending to the US. After inspection an assessment is provided on whether the cells are in reparable condition and the costs associated.

**ALL OTHER DRIVES**

Drives with small ratings can be repaired in our factory. Larger drives require an engineer to visit site to inspect and identify parts needed for repair work. This can be done by requesting our field service engineer.

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10. Repair – Rush Service

For certain products we offer the provision for turnaround repairs which are faster but come at a higher price. Please contact the service team to request the rush repair service. Please do note this is not available for all products and is subject to certain terms and conditions.

11. Trainings

Siemens offers training straight from the manufacturer for all industry products and systems. SITRAIN provides more than 300 courses, covering basic, advanced, and specialized knowledge at more than 200 locations in 62 countries. With SITRAIN you profit from competent training courses that teach you about the technologies of Siemens.

SITRAIN offers various learning methods such as web based or classroom based. Professional trainers are available who can explain even complicated issues comprehensively. SITRAIN offers practical courses with exercises on special training devices and demo kits. We also offer high quality training documents so you can look up whatever you learned anytime.

Download our brochure on trainings from


All new enquiries can be sent to the following email id:

>> sitrain.ae@siemens.com
12. Technical Support

If you have any technical queries your first source of information is our online support pages:

>> [http://www.siemens.com/automation/service&support](http://www.siemens.com/automation/service&support)

Here you can search our extensive forums for solutions provided by our expert community. If you are unable to find a solution to your technical query you can always raise a new support request at the following link:

>> [http://www.siemens.com/automation/support-request](http://www.siemens.com/automation/support-request)

You should get an acknowledgement to your technical support request between 24-48 hours on working days.

13. SINAMICS License Recovery

If you have lost the license for your SIMATIC software you can have it recovered. To recover your license it is critical that you have a copy of the license available with you as this will be needed to be provided while making a request for recovery.

For more details please visit the following link:

14. Warranty Claims

To file a warranty claim please fill out the fault notification form available at the following link:

>> [http://www.middleeast.siemens.com/pool/about/fnf.xlsx](http://www.middleeast.siemens.com/pool/about/fnf.xlsx)

Once we receive your warranty claim we shall determine the best possible way to execute the claim. Possible warranty executions involve:

1. Replacement under warranty
2. Repair under warranty
3. Site service under warranty

Based on the product category Siemens shall determine next course of action after we get the filled out fault notification form.
Experience more:

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Industry Services

All over the world, Siemens supports its customers with product-, system-, and application-related services throughout the entire lifecycle of a machine or plant. Customers benefit from the comprehensive service portfolio and from experts’ extensive technological and product knowledge as well as industry expertise.

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