



Service contracts for Electrics/Automation

Services tailored to customer needs

Metals Technologies





Good reasons for service contracts by Siemens VAI

■ Improved availability

Planned maintenance helps you to identify potential failures early on and to reliably prevent them. Spare parts monitoring also ensures the availability of the spare parts you regularly need, providing you with even greater dependability.

■ Reduction of downtime and shutdown costs

If there's a malfunction, our On-call service is always standing by to intervene with precision and speed. A sophisticated escalation management system ensures that the problem is quickly identified and eliminated.

■ Cost control through tailor-made services

With customized services, we can offer you support that is specifically tailored to your needs. Without costly overhead, you receive the help you want – with the response times that you need.

■ Reliable infrastructure for fast services

Multi-layer communication paths (hotline, help desk, remote diagnosis, and web-based plant-documentation) ensure the fast, accurate retrieval of all plant-relevant information.



Service contract modules

On-call service/ corrective maintenance

Our On-call service ensures you preferred access to the Siemens VAI's specialists through the Siemens VAI's Metals and Mining Service & Support Center (MSC). That way problems can be tracked via help desk support or remote diagnosis. We can also send a specialist delegation to your site according to contractually agreed upon terms such as service-, response- and ready-to-travel times.

On-call service comprises:

- Helpdesk support / hotline
- Remote diagnosis
- On-site fault elimination

Coordinated specialized On-call services may include:

- Drive systems
- Basic automation solutions
- Process automation solutions
- Visualization systems
- Cold mill solution
- Power solution

Planned maintenance

The Siemens VAI's maintenance assistance for planned maintenance is an add-on to your preventive and corrective maintenance services. Adapted to the operating conditions of your plant, planned electrical equipment maintenance will be conducted according to the service activities and intervals listed in your manufacturer service documentation.

Planned maintenance not only ensures operating capability and the availability of individual equipment, according to the requirements of the contract. It also ensures their performance as defined in the supply and installation contract.

We provide planned maintenance services on site, e.g.

- Health check for main drives
- Health check for furnace switch gear
- Health check for Static Var Compensation (SVC)

or via remote access, e.g.

- evaluation of log files
- evaluation of recorded operating data

Required materials, including spare and high-wear parts and consumables, will be requisitioned from on-site storage depots. And if required, we will provide services on consecutive work days even outside normal operating hours.

Changes, add-ons, modifications

During the operation of any automation system, ideas about how to improve existing functions or even how to add new ones typically arise. This on-going analysis ensures that the system fulfills your needs at all times.

Typical examples of these kinds of changes are:

- Modify existing or create new reports
- Modify existing or create new HMIs (Human Machine Interface)
- Modify existing or create new communication to external systems
- Modify existing or create new technical computations

Our experts in the particular application area will make the changes. Depending on its complexity, the change will be executed via the remote connection.

Remote service capability

Remote Access (CRSP = common Remote Service Platform) is a prerequisite for services such as remote diagnosis or remote data analysis. It allows the Siemens VAI service specialists to provide expert support from any place in the world. A secure connection via the Internet provides the basis for remote services. The net result is greater system availability at reduced maintenance costs.

Remote data analysis

To supplement operator inspections, Siemens VAI experts analyze at regular intervals dedicated data sources like measurement logs and application logs on a regular basis using an encrypted connection.

If the data show irregularities that require counter-measures or that indicate potential operational disturbances, Siemens VAI experts will inform you immediately and make recommendations for heading off the problems.

Spare parts monitoring

Siemens VAI regularly reviews your spare part stock. Our experts develop recommendations for optimization such as min / max levels based on delivery times and equipment performance. We also keep track of part availability and notify you about substitutes and possible modernizations.

Web-based plant documentation update

Plant documentation is subject to change because of updates and upgrades, modifications or simply corrections. Red-lining takes place and the master documentation must be updated.

Siemens VAI's Services/Supplies are limited to the Web-based plant documentation for the Siemens electrical and automation scope of supply. The performance features differ according to the Web-based plant documentation environment that's available at the site.

Support for software update and upgrade

For the most part, software updates are error eliminations, while software upgrades generally involve expansion of the software's functionality. Siemens VAI manages the installed Windows Operating System versions and virus protection software. We keep you informed about new updates and security patches and make them available to you.

Additional training

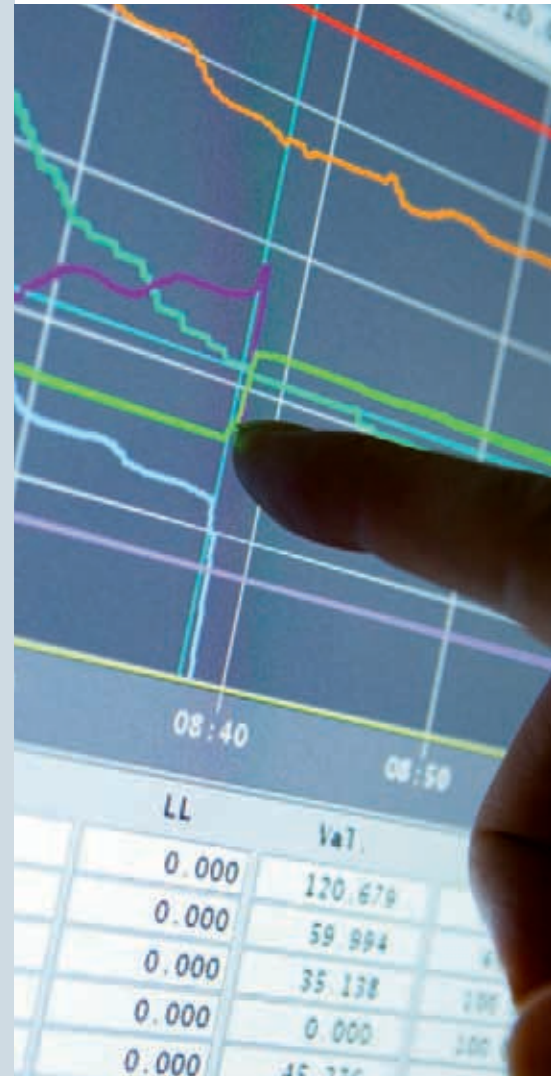
Training for automation systems forms the basis for your personnel to enhance the expert use of these systems.

Additional automation systems training can ensure that your personnel (especially new or inexperienced personnel) make optimal use of the system.

Training contents include, but are not limited to:

- System maintenance / system checks
- Making changes to certain components of the system (depending on the level of supplied source code)
- Optimal use of the system
- System tuning

The exact content and duration of the training must be defined in advance.





Your challenge:

In the course of your plant's operating lifetime, there are many different opportunities for savings. Reducing production costs, minimizing downtimes and avoiding waste, are just some of the options. Supported by the right partner, you can explore all of the possibilities for enhancing operations and then execute improvements.

Our solution:

Siemens VAI offers a wide spectrum of contract options – from On-call services to partially taking over operator risks. Our goal is to work in close cooperation with our customers. So that together, we can achieve a competitive edge.

The experts in our global support centers are available around the clock. Along with providing phone support for the operation and maintenance of your equipment, we also keep a pool of qualified staff available for service visits. They are available on short notice and offer suggestions for optimizing your systems and increasing availability.

Online data capture, processing and analysis are additional services that can be included in our service contracts. These services provide a detailed diagnosis of the actual condition of the components that are being monitored and a sound assessment of improvement potentials.

Siemens VAI offers operational expertise and experience gained from numerous successful projects. Our service contracts contain the following service modules:

- On-call service/ corrective maintenance
- Planned maintenance
- Changes, add-ons, modifications
- Remote service capability
- Remote data analysis (preventive)
- Spare parts monitoring
- Web-based plant documentation update
- Support for software update and upgrade
- Additional training

**For further information
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Order No.: E10001-M6-A7-V1-7600
Printed in Germany
Dispo No.: 21661 K No.: 28107
GB 090099 WS 07091.
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