

# SIEMENS SUPPORT MODULE

Extending your service agreement  
to gain exclusive access to Siemens services



**ANDRITZ**

# Siemens Support Module.

For maximum availability of your systems.

**SIEMENS SUPPORT**

- HOTLINE 24/7
- FIELD SERVICE within 36 hrs
- SPARE PARTS within 36 hrs

## SERVICE MODULE SIEMENS SUPPORT

**OPTIMAL SERVICE IN THE EVENT OF FAULTS.**

As a reliable service partner, we want to ensure that you always get the right service you need. The SIEMENS SUPPORT service agreement module is a further step in this direction.

The module is geared towards all our customers who operate SINAMICS components and gives you exclusive access to three service features: SIEMENS HOTLINE, SIEMENS FIELD SERVICE, SIEMENS SPARE PARTS.

**SIEMENS HOTLINE**

Problems solved Europe-wide



**SIEMENS FIELD SERVICE**

Safe, fast, and high quality



**SIEMENS SPARE PARTS**

Safety, availability



Hotline 24/7 including public holidays

Phone response by experts within an hour

Service engineer on site within 36 hours

Provision of qualified personnel

Delivery within 36 hours

Stocks of spares specifically for ANDRITZ Schuler customers

Logistics management

Logistics processing

Warehousing and shipping

## ADVANTAGES OF THE SERVICE MODULE SIEMENS SUPPORT

- Unplanned downtimes due to SINAMICS components failing minimized
- Avoiding incalculable costs and bottlenecks
- Maximizing system availability
- Fast problem solutions and as a result shorter downtimes
- Increased operational safety

# Exclusive Siemens Services.

More security and predictability for your production.



If a service engineer is needed, Siemens Field Service will ensure that a qualified employee is on site within 36 hours.

## SIEMENS HOTLINE AND FIELD SERVICE.

In the event of a fault, you just need to call the ANDRITZ Schuler hotline. If a Siemens component is affected, we will make the initial contact with the Siemens hotline. Usually, the Siemens expert will reply within an hour. In many cases, the fault can be detected by phone and a decision is made whether a service engineer is needed on site or not. If one is, qualified service engineers can be on site within 36 hours.



Siemens takes over the logistics management so that critical parts are available on time.

## SIEMENS SPARE PARTS SERVICE.

Irrespective whether the need for spares can already be defined on the phone or has to be determined by the service engineer on site, you profit from Siemens' professional spare part management. Within 36 hours you could receive the parts you need. A spare parts stock specifically for ANDRITZ Schuler customers ensures that you can be supplied with critically important parts fast. The Siemens' logistics management attends to the processing and shipping of the spare parts.

## ADVANTAGES OF SIEMENS HOTLINE & FIELD SERVICE

- Hotline is occupied 24/7, even on public holidays
- Call-back from experts within an hour
- Fast help for problems with SINAMICS components
- Service engineer on site within 36 hours

## ADVANTAGES OF SIEMENS SPARE PARTS

- Delivery of specific spares within 36 hours
- Specific stock for ANDRITZ Schuler customers
- Fast availability of critically important parts
- Logistics management by Siemens



## THE ANDRITZ SCHULER COMPETENCE

Offering customized cutting-edge technology in all areas of forming – from the networked press to press shop planning. In addition to presses, our products include automation, dies, process know-how and service for the entire metalworking industry. Within the ANDRITZ Metris platform, we combine digital solutions for networking forming technology and develops them continuously to further improve line productivity and availability. For battery production in gigafactories, we provide equipment and service in many process steps specially for cell assembly and formation. Our customers include automotive manufacturers and suppliers, as well as companies in forging, household appliance and electrical industries.

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### HOTLINE & REMOTE SUPPORT



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FOR YOU**



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