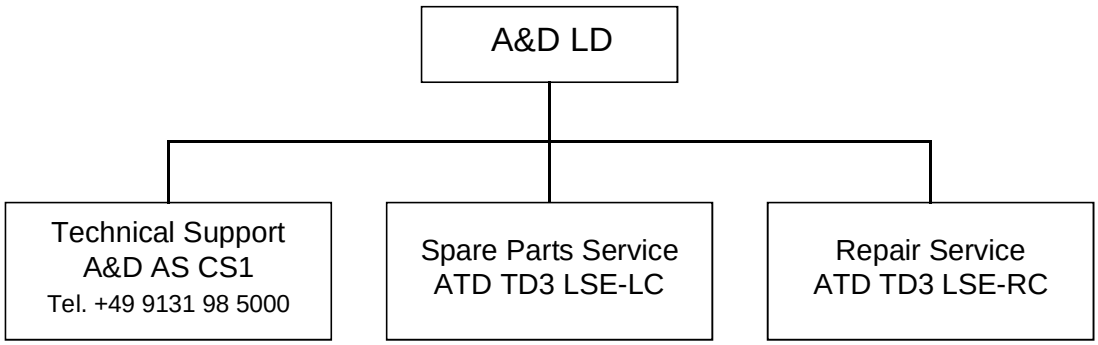
14 Servicing / Spare parts

14.1 Servicing

Customer servicing agreements

A contact partner for servicing

14.1.1 Europe



Technical Support:

Central contact point for problems with variable-speed drives after delivery with start-up and fault elimination for customers, regional offices/Siemens national companies and field services/maintenance personnel in region.

Activities:

- Advice by telephone / support in solving problems
- Techn. support from field services and maintenance personnel for callouts.
- Callout scheduling and dispatch of specialists from coordination center
- Hands-on customer training
- Assistance in spare parts procurement
- Central coordination center for field services and maintenance personnel operations, processing of warranty claims during warranty period, settlement of accounts with manufacturing plants

Contact the Spare Parts Service via your local SIEMENS sales office

Supply of all mechanical and electrical components which are required as spares.

Contact the Repair Service via your local SIEMENS sales office

Repairs are carried out on converters for variable-speed drives up to approximately 200 kW as a repair or a unit replacement..

- Direct settlement of accounts with manufacturing plants; material from consignment stock
- Retrofitting of discontinued products

14.1.2 USA

Technical Services:

Technical Support, Customer Service, Field Service, and Repair can be contacted at
phone number: 1-800-241-4453
every day, 24 hours a day.

14.2 Spare parts

For information about spare parts, please refer to Catalog DA 21 E.

NOTE

If you contact us with a query, please specify the following converter data:

- Converter order number and serial number
- Software version
- Hardware version of basic electronics board (screen printing on component side)
- Hardware version and software version of supplementary boards (if installed)