

# Appendix



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# Appendix

## Training

### Faster and more applicable know-how: Hands-on training from the manufacturer

**SITRAIN** – the Siemens Training for Industry – provides you with comprehensive support in solving your tasks.

Training by the market leader in automation and plant engineering enables you to make independent decisions with confidence. Especially where the optimum and efficient use of products and plants are concerned. You can eliminate deficiencies in existing plants, and exclude expensive faulty planning right from the beginning.



First-class know-how directly pays for itself: In shorter startup times, high-quality end products, faster troubleshooting and reduced downtimes. In other words, increased profits and lower costs.

#### Achieve more with SITRAIN

- Shorter times for startup, maintenance and servicing
- Optimized production operations
- Reliable configuration and startup
- Minimization of plant downtimes
- Flexible plant adaptation to market requirements
- Compliance with quality standards in production
- Increased employee satisfaction and motivation
- Shorter familiarization times following changes in technology and staff

#### Contact

Visit our site on the Internet at:

<http://www.siemens.com/sitrain>

or let us advise you personally.

#### SITRAIN Customer Support Germany:

Phone: +49 (911) 895-7575

Fax: +49 (911) 895-7576

E-Mail: [info@sitrain.com](mailto:info@sitrain.com)

### SITRAIN highlights

#### Top trainers

Our trainers are skilled teachers with direct practical experience. Course developers have close contact with product development, and directly pass on their knowledge to the trainers.

#### Practical experience

The practical experience of our trainers enables them to teach theory effectively. But since theory can be pretty drab, we attach great importance to practical exercises which can comprise up to half of the course time. You can therefore immediately implement your new knowledge in practice. We train you on state-of-the-art methodically/didactically designed training equipment. This training approach will give you all the confidence you need.

#### Wide variety

With a total of about 300 local attendance courses, we train the complete range of Siemens Industry products as well as interaction of the products in systems.

#### Tailor-made training

We are only a short distance away. You can find us at more than 50 locations in Germany, and in 62 countries worldwide. You wish to have individual training instead of one of our 300 courses? Our solution: We will provide a program tailored exactly to your personal requirements. Training can be carried out in our Training Centers or at your company.

#### The right mixture: Blended learning

"Blended learning" means a combination of various training media and sequences. For example, a local attendance course in a Training Center can be optimally supplemented by a teach-yourself program as preparation or follow-up. Additional effect: Reduced traveling costs and periods of absence.



# Partner at Industry Automation and Drive Technologies



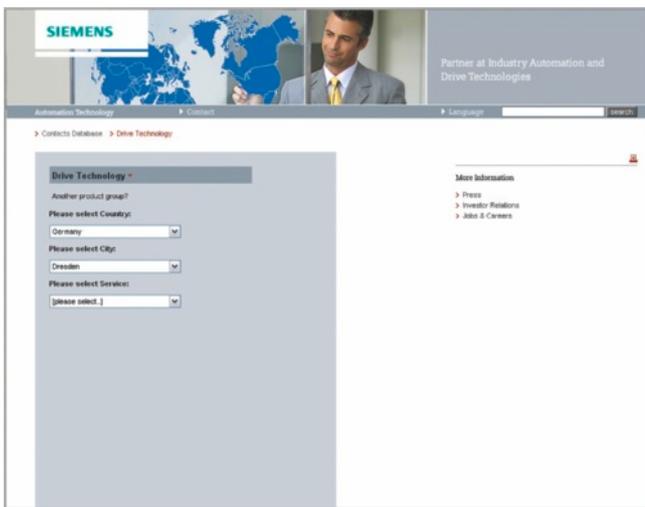
At Siemens Industry Automation and Drive Technologies, more than 85 000 people are resolutely pursuing the same goal: long-term improvement of your competitive ability. We are committed to this goal. Thanks to our commitment, we continue to set new standards in automation and drive technology. In all industries – worldwide.

At your service locally, around the globe for consulting, sales, training, service, support, spare parts ... on the entire Industry Automation and Drive Technologies range.

Your personal contact can be found in our Contacts Database at: [www.siemens.com/automation/partner](http://www.siemens.com/automation/partner)

You start by selecting a

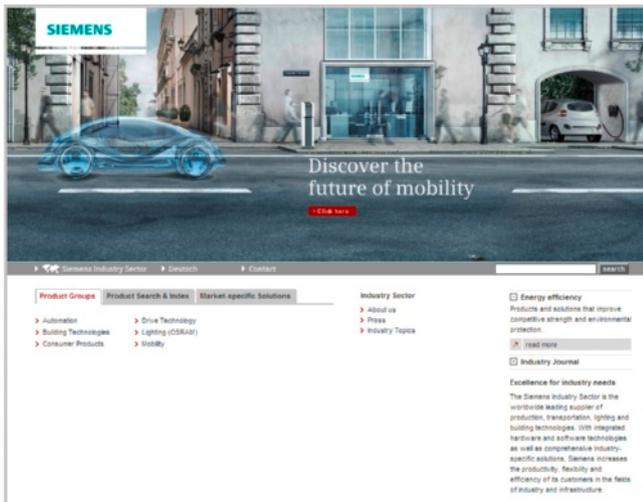
- Product group,
- Country,
- City,
- Service.



# Appendix Online Services

## Information and Ordering in the Internet and on DVD

### Siemens Industry Automation and Drive Technologies in the WWW



A detailed knowledge of the range of products and services available is essential when planning and configuring automation systems. It goes without saying that this information must always be fully up-to-date.

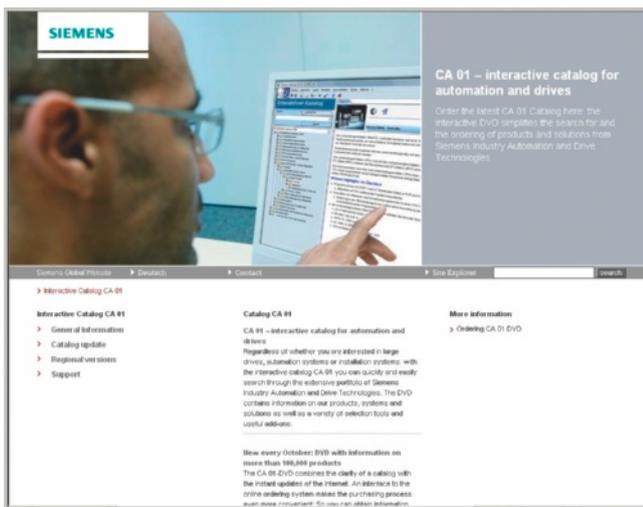
Siemens Industry Automation and Drive Technologies has therefore built up a comprehensive range of information in the World Wide Web, which offers quick and easy access to all data required.

Under the address

[www.siemens.com/industry](http://www.siemens.com/industry)

you will find everything you need to know about products, systems and services.

### Product Selection Using the Interactive Catalog CA 01 of Industry



Detailed information together with convenient interactive functions:

The interactive catalog CA 01 covers more than 80 000 products and thus provides a full summary of the Siemens Industry Automation and Drive Technologies product base.

Here you will find everything that you need to solve tasks in the fields of automation, switchgear, installation and drives. All information is linked into a user interface which is easy to work with and intuitive.

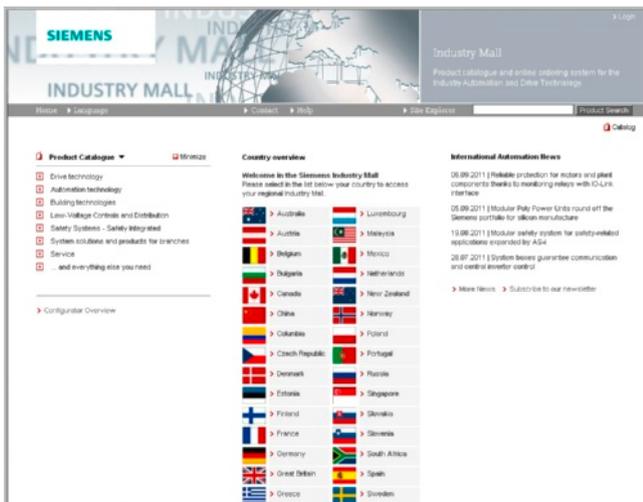
After selecting the product of your choice you can order at the press of a button, by fax or by online link.

Information on the interactive catalog CA 01 can be found in the Internet under

[www.siemens.com/automation/ca01](http://www.siemens.com/automation/ca01)

or on DVD.

### Easy Shopping with the Industry Mall



The Industry Mall is the virtual department store of Siemens AG in the Internet. Here you have access to a huge range of products presented in electronic catalogs in an informative and attractive way.

Data transfer via EDIFACT allows the whole procedure from selection through ordering to tracking of the order to be carried out online via the Internet.

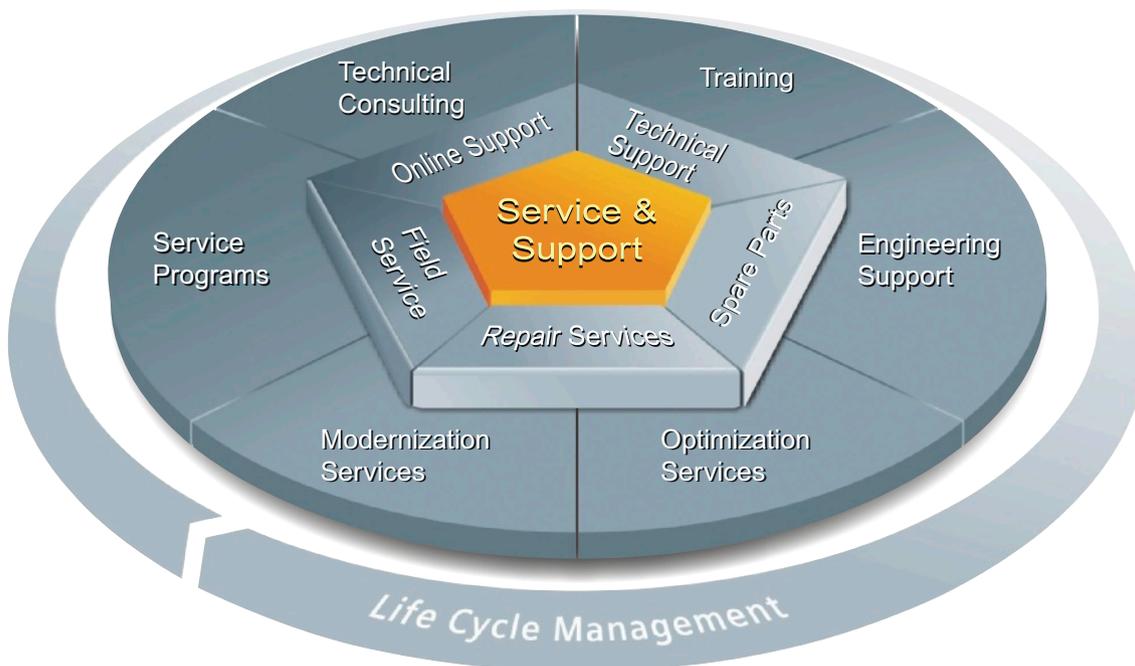
Numerous functions are available to support you.

For example, powerful search functions make it easy to find the required products, which can be immediately checked for availability. Customer-specific discounts and preparation of quotes can be carried out online as well as order tracking and tracing.

Please visit the Industry Mall on the Internet under:

[www.siemens.com/industrymall](http://www.siemens.com/industrymall)

The unmatched complete service for the entire life cycle



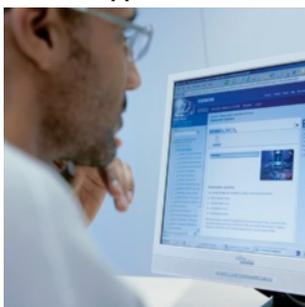
For machine constructors, solution providers and plant operators: The service offering from Siemens Industry, Automation and Drive Technologies includes comprehensive services for a wide range of different users in all sectors of the manufacturing and process industry

To accompany our products and systems, we offer integrated and structured services that provide valuable support in every phase of the life cycle of your machine or plant - from planning and implementation through commissioning as far as maintenance and modernization.

Our Service & Support accompanies you worldwide in all matters concerning automation and drives from Siemens. We provide direct on-site support in more than 100 countries through all phases of the life cycle of your machines and plants.

You have an experienced team of specialists at your side to provide active support and bundled know-how. Regular training courses and intensive contact among our employees - even across continents - ensure reliable service in the most diverse areas.

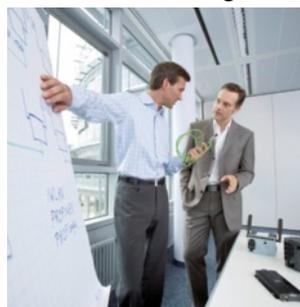
### Online Support



The comprehensive online information platform supports you in all aspects of our Service & Support at any time and from any location in the world.

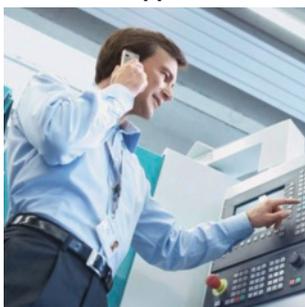
[www.siemens.com/automation/service&support](http://www.siemens.com/automation/service&support)

### Technical Consulting



Support in planning and designing your project: From detailed actual-state analysis, definition of the goal and consulting on product and system questions right through to the creation of the automation solution.

### Technical Support



Expert advice on technical questions with a wide range of demand-optimized services for all our products and systems.

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

**SIWAREX components:**  
+ 49 (721) 595 2811

**Belt scales, weighfeeders,  
Solid flowmeters:**  
+ 49 (721) 595 4607

### Training



Extend your competitive edge - through practical know-how directly from the manufacturer.

[www.siemens.com/sitrain](http://www.siemens.com/sitrain)

Contact information is available in the Internet at:  
[www.siemens.com/automation/partner](http://www.siemens.com/automation/partner)

# Appendix

## Service & Support

The unmatched complete service for the entire life cycle

### Engineering Support



Support during project engineering and development with services fine-tuned to your requirements, from configuration through to implementation of an automation project.

### Modernization



You can also rely on our support when it comes to modernization - with comprehensive services from the planning phase all the way to commissioning.

### Field Service



Our Field Service offers you services for commissioning and maintenance - to ensure that your machines and plants are always available.

### Service programs



Our service programs are selected service packages for an automation and drives system or product group. The individual services are coordinated with each other to ensure smooth coverage of the entire life cycle and support optimum use of your products and systems.

The services of a Service Program can be flexibly adapted at any time and used separately.

### Spare parts



In every sector worldwide, plants and systems are required to operate with constantly increasing reliability. We will provide you with the support you need to prevent a standstill from occurring in the first place: with a worldwide network and optimum logistics chains.

Examples of service programs:

- Service contracts
- Plant IT Security Services
- Life Cycle Services for Drive Engineering
- SIMATIC PCS 7 Life Cycle Services
- SINUMERIK Manufacturing Excellence
- SIMATIC Remote Support Services

Advantages at a glance:

- Reduced downtimes for increased productivity
- Optimized maintenance costs due to a tailored scope of services
- Costs that can be calculated and therefore planned
- Service reliability due to guaranteed response times and spare part delivery times
- Customer service personnel will be supported and relieved of additional tasks
- Comprehensive service from a single source, fewer interfaces and greater expertise

### Repairs



Downtimes cause problems in the plant as well as unnecessary costs. We can help you to reduce both to a minimum - with our worldwide repair facilities.

### Optimization



During the service life of machines and plants, there is often a great potential for increasing productivity or reducing costs. To help you achieve this potential, we are offering a complete range of optimization services.

Contact information is available in the Internet at:  
[www.siemens.com/automation/partner](http://www.siemens.com/automation/partner)

### Knowledge Base on DVD



For locations without online connections to the Internet there are excerpts of the free part of the information sources available on DVD (Service & Support Knowledge Base). This DVD contains all the latest product information at the time of production (FAQs, Downloads, Tips and Tricks, Updates) as well as general information on Service & Support.

The DVD also includes a full-text search and our Knowledge Manager for targeted searches for solutions. The DVD will be updated every 4 months.

Just the same as our online offer in the Internet, the Service & Support Knowledge Base on DVD comes complete in 5 languages (German, English, French, Italian, Spanish).

You can order the **Service & Support Knowledge Base** DVD from your Siemens contact.

Order no. **6ZB5310-0EP30-0BA2**

### Automation Value Card



#### Small card - great support

The Automation Value Card is an integral component of the comprehensive service concept with which Siemens Drive Automation and Drive Technologies will accompany you in each phase of your automation project.

It doesn't matter whether you want just specific services from our Technical Support or want to purchase something on our Online portal, you can always pay with your Automation Value Card. No invoicing, transparent and safe. With your personal card number and associated PIN you can view the state of your account and all transactions at any time.

Services on card. This is how it's done.

Card number and PIN are on the back of the Automation Value Card. When delivered, the PIN is covered by a scratch field, guaranteeing that the full credit is on the card.

By entering the card number and PIN you have full access to the Service & Support services being offered. The charge for the services procured is debited from the credits on your Automation Value Card.

All the services offered are marked in currency-neutral credits, so you can use the Automation Value Card worldwide.

Order your Automation and Value Card easily and comfortably like a product with your sales contact.

#### Automation Value Card order numbers

Credits	Order no.
200	<b>6ES7 997-0BA00-0XA0</b>
500	<b>6ES7 997-0BB00-0XA0</b>
1 000	<b>6ES7 997-0BC00-0XA0</b>
10 000	<b>6ES7 997-0BG00-0XA0</b>

Detailed information on the services offered is available on our Internet site at:

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

Service & Support à la Card: Examples

#### Technical Support

"Priority"	Priority processing for urgent cases
"24 h"	Availability round the clock
"Extended"	Technical consulting for complex questions
"Mature Products"	Consulting service for products that are not available any more

#### Support Tools in the Support Shop

Tools that can be used directly for configuration, analysis and testing

# Appendix

## Software Licenses

### Overview

#### Software types

Software requiring a license is categorized into types. The following software types have been defined:

- Engineering software
- Runtime software

#### Engineering software

This includes all software products for creating (engineering) user software, e.g. for configuring, programming, parameterizing, testing, commissioning or servicing.

Data generated with engineering software and executable programs can be duplicated for your own use or for use by third-parties free-of-charge.

#### Runtime software

This includes all software products required for plant/machine operation, e.g. operating system, basic system, system expansions, drivers, etc.

The duplication of the runtime software and executable programs created with the runtime software for your own use or for use by third-parties is subject to a charge.

You can find information about license fees according to use in the ordering data (e.g. in the catalog). Examples of categories of use include per CPU, per installation, per channel, per instance, per axis, per control loop, per variable, etc.

Information about extended rights of use for parameterization/configuration tools supplied as integral components of the scope of delivery can be found in the readme file supplied with the relevant product(s).

#### License types

Siemens Industry Automation & Drive Technologies offers various types of software license:

- Floating license
- Single license
- Rental license
- Trial license

#### Floating license

The software may be installed for internal use on any number of devices by the licensee. Only the concurrent user is licensed. The concurrent user is the person using the program. Use begins when the software is started.

A license is required for each concurrent user.

#### Single license

Unlike the floating license, a single license permits only one installation of the software.

The type of use licensed is specified in the ordering data and in the Certificate of License (CoL). Types of use include for example per device, per axis, per channel, etc.

One single license is required for each type of use defined.

#### Rental license

A rental license supports the "sporadic use" of engineering software. Once the license key has been installed, the software can be used for a specific number of hours (the operating hours do not have to be consecutive).

One license is required for each installation of the software.

#### Trial license

A trial license supports "short-term use" of the software in a non-productive context, e.g. for testing and evaluation purposes. It can be transferred to another license.

#### Factory license

With the Factory License the user has the right to install and use the software at one permanent establishment only. The permanent establishment is defined by one address only. The number of hardware devices on which the software may be installed results from the order data or the Certificate of License (CoL).

#### Certificate of license

The Certificate of License (CoL) is the licensee's proof that the use of the software has been licensed by Siemens. A CoL is required for every type of use and must be kept in a safe place.

#### Downgrading

The licensee is permitted to use the software or an earlier version/release of the software, provided that the licensee owns such a version/release and its use is technically feasible.

#### Delivery versions

Software is constantly being updated. The following delivery versions

- PowerPack
- Upgrade

can be used to access updates.

Existing bug fixes are supplied with the ServicePack version.

#### PowerPack

PowerPacks can be used to upgrade to more powerful software. The licensee receives a new license agreement and CoL (Certificate of License) with the PowerPack. This CoL, together with the CoL for the original product, proves that the new software is licensed.

A separate PowerPack must be purchased for each original license of the software to be replaced.

#### Upgrade

An upgrade permits the use of a new version of the software on the condition that a license for a previous version of the product is already held.

The licensee receives a new license agreement and CoL with the upgrade. This CoL, together with the CoL for the previous product, proves that the new version is licensed.

A separate upgrade must be purchased for each original license of the software to be upgraded.

#### ServicePack

ServicePacks are used to debug existing products.

ServicePacks may be duplicated for use as prescribed according to the number of existing original licenses.

#### License key

Siemens Industry Automation & Drive Technologies supplies software products with and without license keys.

The license key serves as an electronic license stamp and is also the "switch" for activating the software (floating license, rental license, etc.).

The complete installation of software products requiring license keys includes the program to be licensed (the software) and the license key (which represents the license).

Detailed explanations concerning license conditions can be found in the "Terms and Conditions of Siemens AG" or under

<http://www.siemens.com/industrymall>  
(Industry Mall Online-Help System)

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# Appendix

## Conditions of sale and delivery

### 1. General Provisions

By using this catalog you can acquire hardware and software products described therein from Siemens AG subject to the following Terms and Conditions of Sale and Delivery (hereinafter referred to as "T&C"). Please note! The scope, the quality and the conditions for supplies and services, including software products, by any Siemens entity having a registered office outside of Germany, shall be subject exclusively to the General Terms and Conditions of the respective Siemens entity. The following T&C apply exclusively for orders placed with Siemens Aktiengesellschaft, Germany.

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For customers with a seat or registered office in Germany the following applies subordinate to T&C

- the "General Terms of Payment"<sup>1)</sup> and
- for software products the "General License Conditions for Software Products for Automation and Drives for Customers with a Seat or registered Office in Germany"<sup>1)</sup> and
- for other supplies and/or services the "General Conditions for the Supply of Products and Services of the Electrical and Electronics Industry"<sup>1)</sup>.

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- the "General Terms of Payment"<sup>1)</sup> and
- for software products the "General License Conditions for Software Products for Automation and Drives for Customers with a Seat or registered Office outside of Germany"<sup>1)</sup> and
- for other supplies and/or services the "General Conditions for Supplies of Siemens, Automation and Drives for Customers with a Seat or registered Office outside of Germany"<sup>1)</sup>.

### 2. Prices

The prices are in € (Euro) ex works, exclusive packaging.

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Surcharges will be added to the prices of products that contain silver, copper, aluminium, lead and/or gold, if the respective basic official prices for these metals are exceeded. These surcharges will be determined based on the official price and the metal factor of the respective product.

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[www.siemens.com/automation/salesmaterial-as/catalog/en/terms\\_of\\_trade\\_en.pdf](http://www.siemens.com/automation/salesmaterial-as/catalog/en/terms_of_trade_en.pdf)

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The dimensions are in mm. In Germany, according to the German law on units in measuring technology, data in inches only apply to devices for export.

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