

SIEPRO Welcome Kit



winning
STARTS HERE

SIEMENS



Getting a winning start is easy with SIEPRO!

Thank-you for partnering with Siemens through your SIEPRO Technical Service Agreement. We would like to reaffirm our commitment to delivering support and service that will help you outpace your competition and protect your control system for years to come.

Siemens recognizes that providing maximum availability is a key component in creating, developing and maintaining a winning partnership. SIEPRO Technical Service Agreements put access to our comprehensive service and support products at your fingertips.

Online Support

As a subscriber you are automatically registered with the SIEPRO Support Site and will receive an email listing your:

- Initial login information
- Primary website address
- Services available:
 - FAQ's
 - Knowledgebase
 - Technical forums
 - Manuals
 - Software service packs

Technical Support

When calling the support line, you must provide your full name and company name or agreement number in order to access SIEPRO priority services.

- Telephone: 800-333-7421 or 423-262-2522
- Email: techsupport.sea@siemens.com
- Fax: 423-262-2200

Field Service

Initiate a site visit for any of the SIEPRO Field Service products you have purchased by contacting our Service & Support Dispatchers at:

- Telephone: 800-333-7421 or 423-262-2522
- Email: techsupport.sea@siemens.com
- Fax: 423-262-2200

Spare Parts & Repairs

Contact our Helpline to initiate parts shipments or to obtain a RGA (required when returning parts):

- Telephone: 800-241-4453 or 770-740-3505

- Email: helpline.sea@siemens.com
- Fax: 678-297-8316

Training

Register for a training course or schedule on-site training that has been included in your agreement at:

- Telephone: 800-333-7421 or 423-262-2522
- Email: techsupport.sea@siemens.com
- Fax: 423-262-2200

General Questions

Contact us for answers to any questions regarding your SIEPRO Technical Service Agreement or any other issues related to our service and support products at:

- Telephone: 800-241-4453 or 770-740-3505
- Email: helpline.sea@siemens.com
- Fax: 678-297-8316

Siemens Energy & Automation, Inc.

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