

Assistance to enter the article- and serial number

Rapid support around the clock – our SIMOGEAR service



Our services

Individually tailored service offers for:

- Delivery of spare parts/replacement motors/replacement geared motors for the customer to install themselves
- · Repairs in one of our 55 repair centers worldwide
- Modernization of existing systems (e.g. conversion to 1LE1@MOTOX energy-saving motors)
- Customer-specific training courses (e.g. maintenance of geared motors)
- · Advising customers on what spare parts packages to stock
- Projects for increasing plant availability (e.g. by means of detailed analysis of failures or on-site measurements)
- Processing of customer complaints

Contact persons

In addition to the usual Siemens Service contacts at www.siemens.com/automation/partner, we offer our German customers direct access to the Geared Motors service team in Tübingen. This team takes over all processing tasks for you – from the quotation and order processing all the way up to the coordination of international service cases.

Spare parts service

Tel. +49 (0)7071 707 300 Fax: +49 (0)7071 707 458

Email: simogear-spares.i-dt@siemens.com

All other services

Tel. +49 (0)7071 707 100 Fax: +49 (0)7071 707 458

Email: rcsgm.i-dt@siemens.com

24/7 hotline

Tel. +49 (0)172 7322955

The benefits for you

Our service is your partner for comprehensive support and innovative services for increasing your productivity. The original parts and manufacturing expertise we offer help you to achieve maximum machine availability and productivity. Our proven services therefore contribute to reducing the total cost of ownership (TCO) for you, as well as to creating sustainable values and solutions.

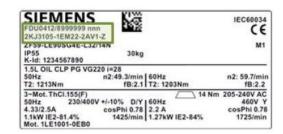


Delivery times

Providing the parts are in stock, we will deliver spare parts to you within 1-2 working days and replacement motors/geared motors within 3-5 working days (depending on the paint system).

Notes

Order processing on working days from 8 a.m. to 5 p.m. Please have the rating plate with important details



Enter the Articel- and Serial number



Example

Articel number 2KJ3102-1CE11-2AU1-Z alternate it's enough to enter: SIMOGEAR or MOTOX

Serial number FDU1710/2394854 002 alternate it's enough to enter: 2394854





Only FDU-serial numbers are listed in Spares on Web. For other serial numbers or if you don't get a result please contact:

Your region contact person

or you contact the

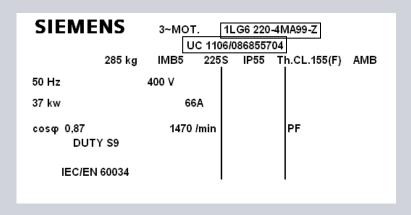
Gear motor Service center in Tübingen

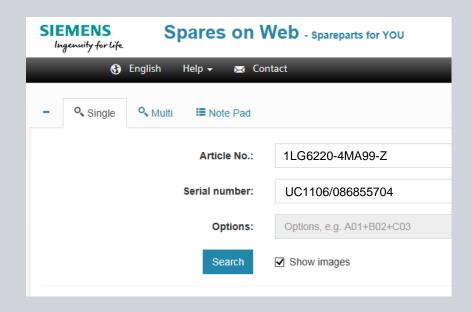
Geared motor with seperate motor nameplate for the motor



Geared unit see page 2

Motor





LINK Assistance for enter the motor datas

Operating manuals



Link to the operating manuals and spare part drawings

