

Predictive Service Assistance Package

Product Sheet and Specific Terms



The MindSphere application Predictive Service Assistance allows you to access all relevant service and asset data of your installed SINAMICS, SIMOGEAR and SIMOTICS drive systems such as pumps and fans via your Tenant. The application includes a variety of functions which help you to maintain efficiency of your drive systems and to keep your drive systems running. By using Predictive Service Assistance, you can optimize your asset availability, reduce unscheduled downtime and increase your plant efficiency. The Predictive Service Assistance Package consists of the MindSphere application Predictive Service Assistance and selected MindSphere Resources which are required to access the Platform and to utilize the application.

Prerequisites	
Connectivity and configuration	This application requires the onboarding of MindConnect devices or Industrial Edge devices and the configuration of Assets with the variables "ArticleNumber" and "SerialNumber" in the Asset Manager. Such MindConnect devices (e.g. SIMOTICS CONNECT 400, SINAMICS CONNECT 300) or Industrial Edge devices (e.g. SIMATIC IPC227E) can be ordered via local Siemens Sales at separate terms and conditions.
Supported Assets	For supported Assets please refer to the Manual for Predictive Service Assistance available on: https://support.industry.siemens.com/cs/sc/5429/predictive-services-for-drive-systems?lc=en-WW .
Web browser	An HTML5 capable Internet browser is required (e.g. Mozilla Firefox, Google Chrome). The recommended screen resolution is 1024x768 or higher. Mobile devices are supported through the use of HTML5 capable Internet browsers.

Description of Predictive Service Assistance Application

General	<p>Predictive Service Assistance application includes a variety of functions which help you to maintain efficiency of your drive systems and consists of 3 different Modules: Service Transparency, Asset Availability and Plant Efficiency.</p>
Service Transparency Module	<p>The Service Transparency Module offers you full transparency on Assets, activities and spare parts and provides also a history of completed activities.</p> <p>Main functionalities:</p> <ul style="list-style-type: none"> ▪ Digital Service Handbook provides: <ul style="list-style-type: none"> – Asset overview list: Shows all plants, drive systems and Assets, and gives you information about status, activities, spare parts, logbook, details. – Activity overview list: Shows all maintenance & support activities based on manual for supported SIMAMICS, SIMOTICS, SIMOGEAR Assets with health state, name, activity type, origin, effort, spare parts, ideal time frame for forecasting (last execution date, due date, estimated due date, details). – Spare parts overview list: Shows all spare parts with details (article number, description, image, quantity) if available in “Spares on Web” https://www.sow.siemens.com/. ▪ Dashboard with overview about new onboarded or modified Assets, status overview for plants, drive systems, Assets, open tasks and usage transparency for used modules and Asset types. ▪ Shopping Cart to order spare parts via “Industry Mall” (https://mallstage.industry.siemens.com/) and send service requests. ▪ Logbook with overview of all completed activities. ▪ Configuration of plants, drive systems and Assets with included Assets as well as activation of different application upgrades.
Asset Availability Module	<p>The Asset Availability Module offers you increased availability, productivity of your Assets and supports you for predictive maintenance and predictive spare parts.</p> <p>Main functionalities:</p> <ul style="list-style-type: none"> ▪ Asset Availability Assistance supports with: <ul style="list-style-type: none"> – Notifications: overview for notified activities and spare parts. – Activity planner: plan activities via Planning Assistance. ▪ Extended maintenance and condition-monitoring data sets based on recommendations for supported pump and fan drive systems. ▪ Extended health state analytics based on KPI and Trend Prediction Service provided by MindSphere, with ideal time frame for estimated due date. Additionally, you receive trend predicted KPI-based email notifications. ▪ Edit/create/copy of own activities and spare parts with required details per Asset with attachments (links, files).
Plant Efficiency Module	<p>The Plant Efficiency Module offers you higher efficiency of your Assets and supports you by providing more precise details and insights for activities via artificial intelligence and helps you to operate and manage your Asset obsolescence. Extended optimization activities are based on recommendations.</p> <p>Main functionalities:</p> <ul style="list-style-type: none"> ▪ Plant Efficiency Assistance supports your operations with: <ul style="list-style-type: none"> – Assigned activities: details about planned activities and required spare parts. – Activity handler: task checklist and further links to product manual or product details to perform activities on site.

	<ul style="list-style-type: none"> Extended health state analytics based on artificial intelligence (vibration and operation anomaly detection with severity). <p>Configuration templates for an automatic assignment to relevant Assets.</p>
Application permissions	<p>This application is operated in data centers in the Area European Union and processes the following data:</p> <ul style="list-style-type: none"> Asset configuration data which describes the Asset (e.g. Asset name, article number, serial number, tenant ID, service contact). <p>The application performs the following activities which modify or amend Your Content in your Account on your behalf:</p> <ul style="list-style-type: none"> Read and write access on your Asset configuration data (e.g. Asset name, article number, serial number) which is required in order to use the functionalities of this application.

Description of MindSphere Resources

Depending on your subscription (please see Predictive Service Assistant Package Overview below), the following MindSphere resources ("MindSphere Resources") are included in the Predictive Service Assistance Package or its upgrades.

Base Tenant	<p>The Base Tenant provides you with a dedicated Account (also referred to as "Tenant") on MindSphere. It enables you to login to your Account via the respective unique URL provided by us and is required for use of the application and MindSphere Resources.</p> <p>Base Tenant includes 1 Admin User and provides you with the following administration tools available on the MindSphere Launchpad:</p> <ul style="list-style-type: none"> Usage Transparency: provides information regarding your consumption of MindSphere Resources. Settings: allows managing Users, permissions, rights, roles, groups, collaborations, subtenants¹ and tenant provider information. For every User, an individual login is required. Users are also permitted to access and utilize the user management for the purpose of receiving a service from you. However, a user that receives a service from you shall not be granted with administration rights, except for administration rights that are offered by the user management of a subtenant¹. Asset Manager: Use the Asset Manager to onboard & offboard agents to your Account; configure assets, asset types and aspect types; manage the sharing of Assets under a collaboration between accounts using Cross-Tenancy. The user that is entitled to administrate the Asset Manager may permit users of a subtenant¹ who receive a service from you to directly access the Asset Manager in relation to the respective subtenant¹. Upgrade: use Upgrade to order available upgrades to your subscribed and additionally available MindSphere Resources (e.g. increase Users or agents); get an overview of your requested and completed upgrades; manage pending upgrade requests (authorized users only).
Notifications	<p>The number of notifications added to the Package determines how many notifications you can trigger in total each month. Sending emails or other types of messages leverages MindSphere's Notification Service. The terms and conditions set out in the MindSphere Supplemental Terms for Notification Service available on www.mindsphere.io/terms also apply to your use of notifications.</p>
Agent	<p>An agent is a software as part of a hardware device or in the form of an application provided by Siemens or a Third Party which you connect to your</p>

	Account and which can ingest data into your Account and send data to one or more Asset Instances.
Asset Instance	An asset instance reflects a physical and/or logical device within your Account. Each instance belongs to an Asset Type.
Asset Type	Asset type describes the type of an asset including one or several attributes. An asset type is a template that describes the attributes of a homogenous group of physical or logical assets, which is used for asset modeling. An asset type is a grouping of assets with common characteristics that distinguish those assets as a group or class.
Time Series Data Ingest Rate	Time series data ingest rate represents the rate at which the sensor data is ingested into the Platform. Data ingest is based on number of Assets, number of variables per Asset, size per variable including overhead, read cycle intervals and sending frequency. This depends on the size of the requests containing time series data sent from you to the Platform. Time series data ingest rate is restricted to a maximum of 100 kB/s per Asset.
Time Series Data Storage	Time Series Data Storage represents the total volume of time series data ingested and stored in the Platform for an Account.
IoT File Storage	IoT file storage represents the total volume of files uploaded and stored in the Platform for an Account.

¹⁾ Please note that subtenants are not part of the Predictive Service Assistance Package. Subtenants can be ordered separately for additional fees and can be used for OEM Services as described in the Specific Terms for MindAccess IoT Value Plan available on www.mindsphere.io/terms. If you provide your customers with OEM Services, the Specific Terms for MindAccess IoT Value Plan available on www.mindsphere.io/terms shall apply accordingly as if you had subscribed to a MindAccess IoT Value Plan.

Predictive Service Assistance Package Overview

Base subscription	Predictive Service Assistance Package Basic
Fee	Free of charge
The base subscription allows access to the application and to the functionalities of the Service Transparency Module.	
Predictive Service Assistance application: Module "Service Transparency"	✓
Base Tenant ¹	✓
Application upgrade (optional)	Predictive Service Assistance Package Availability Upgrade
Fee	5 € ² per Asset / month
This upgrade can only be activated within the Predictive Service Assistance application and allows you to use the functionalities of the Asset Availability Module and the MindSphere Resources set out below. In order to ensure proper operation of this upgrade, a valid subscription to either Predictive Service Assistance Package Upgrade (Asset, Cloud Connector and/or Edge Connector) or to SIDRIVE IQ Fleet Package Asset is required.	
Predictive Service Assistance application: Module "Asset Availability"	✓
Notifications ³ per month	4
Time Series Data Ingest	0.01 KB/s
IoT File Storage	0.5 GB
Time Series Data Storage	0.5 GB

Application upgrade (optional)	Predictive Service Assistance Package Efficiency Upgrade		
Fee	10 € ² per Asset / month		
<p>This upgrade can only be activated within the Predictive Service Assistance application. Please note that by activating this upgrade, the Predictive Service Assistance Package Availability Upgrade will also be activated automatically, if not already activated.</p> <p>This upgrade allows you to use the functionalities of the Plant Efficiency Module and the MindSphere Resources set out below. In order to ensure proper operation of this upgrade, a valid subscription to either Predictive Service Assistance Package Upgrade (Asset, Cloud Connector and/or Edge Connector) or to SIDRIVE IQ Fleet Package Asset is required.</p>			
Predictive Service Assistance application: Module "Plant Efficiency"	✓		
Notifications ³ per month	2		
Timer Series Data Ingest	0.01 KB/s		
Time Series Data Storage	0.5 GB		
MindSphere Resources upgrades (optional)	Predictive Service Assistance Package Upgrades		
	Asset	Cloud Connector	Edge Connector
Fee	12 € ² per Asset / year	126 € ² / year	18 € ² / year
<p>Predictive Service Assistance Package Asset Upgrade contains the MindSphere Resources listed below which are required to onboard 1 Asset. As precondition you need a valid subscription to Predictive Service Assistance Package Upgrade (Cloud Connector or Edge Connector).</p> <p>Predictive Service Assistance Package Cloud Connector Upgrade contains the MindSphere Resources listed below which are required to onboard 1 MindConnect device to the Platform. As precondition you need a valid subscription to Predictive Service Assistance Package Asset Upgrade.</p> <p>Predictive Service Assistance Package Edge Connector Upgrade contains the MindSphere Resources listed below which are required to onboard Industrial Edge devices to the Platform. As precondition you need a valid subscription to Predictive Service Assistance Packages Asset Upgrade and to MindConnect IoT Extension.</p>			
Asset Instance	1		
Notifications ³ per month	2		
Timer Series Data Ingest	0.01 KB/s		
Time Series Data Storage	0.5 GB		
Agent		1	
Asset Type		1	1
<p>¹⁾You can decide if a Base Tenant shall be created and provisioned to you as part of your Predictive Service Assistance Package or if the Predictive Service Assistance Package without a Base Tenant shall be added to an existing Account (Base Tenant or MindAccess IoT Value Plan Account). A Package can only be added to an existing Account if the Account and Package are hosted in the same data center location. If you decide to add various Packages to one existing Account, please note the following: The MindSphere Resources included in the various Packages will be combined under one Account; it is your responsibility to allocate the MindSphere Resources to the various Packages according to your needs. The combination of MindSphere Resources under one Account may lead to technical limitations in their accessibility and should therefore not exceed the limits set out under https://sie.ag/MindSphere_TechnicalLimitationsforUsageofMindSphereServices; ²⁾ If a price is displayed in a different currency on the product detail page of Predictive Service Assistance Package on www.mindsphere.io/store in your country of residence at the date of your order of an upgrade or in the Order Form, such price will be charged. ³⁾ Notifications in form of emails included in upgrades described herein are limited. Should the actual usage of notifications exceed the applicable limits above, the User will not receive emails anymore.</p>			

Specific Terms

Subscription Term, termination

The initial Subscription Term for Predictive Service Assistance Package Basic and Predictive Service Assistance Package Upgrades (Asset, Cloud Connector and Edge Connector) is 12 months. Following expiration of the preceding

	<p>Subscription Term, the subscription automatically renews with a Subscription Term of 12 months at the then-current terms made available under www.mindsphere.io/terms, unless either Party notifies the other Party at least 60 days prior to the then-current expiration date that it has elected not to renew. In such case you are responsible for offboarding your relevant Assets and exporting historical data prior to the expiration date. Upon expiration of the Subscription Term for the base subscription, any upgrades described herein will also be deactivated and cannot be used any longer.</p>
Activation and deactivation of Predictive Service Assistance Package Availability and Efficiency Upgrades	<p>During the Subscription Term of the base subscription, you may activate or deactivate the Predictive Service Assistance Package Availability or Efficiency Upgrades for a selected Asset at any time. The deactivation can be done by deselecting the Predictive Service Assistance Package Availability or Efficiency Upgrade functionalities from the selected Asset or by deselecting the Asset from the application. The deactivation shall become effective at the end of the month in which the deselection was conducted.</p>
Payment terms	<p>The fee for Predictive Service Assistance Package Basic and any of the Predictive Service Assistance Package Upgrades (Asset, Cloud Connector and Edge Connector) is charged yearly in advance.</p> <p>The fee for any of the application upgrades (Availability Upgrade or Efficiency Upgrade) is charged monthly in arrears for each Asset with selected application upgrades. Starting with the month in which the Asset with application upgrade is selected, this fee will be charged on a monthly base for the full month (full month principle) for each selected Asset.</p>
Data center location	<p>Your Content processed by the MindSphere Resources is stored at rest in the Area European Union as set out in the MindSphere Supplemental Terms available on www.mindsphere.io/terms.</p>
Adaptation of fees	<p>The fees during any renewed Subscription Term will be the same as during the immediately prior Subscription Term, unless we notify you of a Fee Change at least 90 days prior to the end of the then-current Subscription Term, in which case the communicated Fee Change will be effective upon subscription renewal. During a running Subscription Term, we may change or add new fees (collectively referred to as "Fee Change") due to and to the extent required to reflect: (i) changes in the quality or functionalities of the Service; (ii) material changes in market conditions; (iii) general increases in wages or other employment costs; and/or (iv) changes in procurement costs due to price changes made by our suppliers, in each case to the extent that the changes affect our provision of the agreed Service. We will notify you of any Fee Change at least 60 days in advance of the effective date of the Fee Change.</p>
Service Level Agreement	<p>The Monthly Uptime Percentage for this application is at least 90 %. Monthly Uptime Percentage is defined in the MindSphere Supplemental Terms available on www.mindsphere.io/terms.</p>
Exclusions	<p>The interpretation, implementation and utilization of our suggestions and recommendations are your responsibility alone. We do neither assume any responsibility, warranty or guarantee regarding feasibility and/or applicability of suggestions and/or recommendations, nor for actions or omissions that are based on suggestions and/or recommendations.</p>
Data use rights	<p>"Collected Data" means any information, code or data collected by this application and may include copies of certain parts of Your Content made by the application for use in accordance with these Specific Terms.</p>

	<p>During and after the Subscription Term, Siemens and its business partners may use Collected Data for Siemens' internal purposes (e.g. development or improvement of products or services). On an aggregated basis with other data and in a form that does not identify you and your Users, Siemens shall own and be free to make Collected Data publicly available to you and others (e.g. for information and industry trends, benchmarking data). Use of Collected Data in accordance with this Section will be at Siemens' risk.</p>
Third Party Terms	<p>The application contains Third Party services, including open source software, commercial software, or software-related managed services, which are subject to additional or different terms, license rights, or require certain notices by their licensors, which we are obliged to pass on to you as your licensor and to which you agree to abide ("Third Party Terms"). The Third Party Terms are made available via the following web link: https://sie.ag/MindSphere-ThirdParty_PredictiveServiceAssistance.</p>
Changes to the Product Sheet and Specific Terms	<p>We may update this document from time to time during a Subscription Term in order to reflect any changes agreed with or imposed by our subcontractors (including changes in open source software license terms) or when we introduce new MindSphere Resources, features, supplements, enhancements or capabilities (e.g. that were not previously included with the subscription, but added for no additional fee). Changes shall become binding upon release of a new version of this document on www.mindsphere.io/terms.</p>
Support	<p>Support for this application may be contacted via Industry Online Support (https://support.industry.siemens.com). Support is available in English and German.</p>

Export Control Regulations

AL	N
ECCN	N

Security Information

General	<p>In order to protect plants, systems, machines and networks against cyber threats, it is necessary that you implement and continuously maintain a holistic, state-of-the-art industrial security concept.</p>
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Definitions

Assets	An Asset is the logical representation of a thing which for the purposes of this application can be a motor or converter like a SINAMICS, SIMOGEAR and SIMOTICS.
MindSphere Launchpad	After the login into your account, the Launchpad appears. Similar to a desktop on any common operating system (OS), the MindSphere Launchpad facilitates starting various assigned applications. If you provide services to your customers, you must replace the Siemens service and support information provided in the MindSphere Launchpad with your companies' service and support information.
General	Unless otherwise indicated, capitalized terms used in this document shall have the meaning given to them in this Product Sheet and Specific Terms or elsewhere in the MindSphere Agreement.