

Siemens eMobility Customer Support FAQ

usa.siemens.com/eMobility

Siemens eMobility stands behind our products and is committed to providing world-class customer support. Our staff is trained as a dedicated response team to all eMobility hardware and software solutions. Here are a few commonly asked questions regarding our standard level of customer support.

How do I submit a service inquiry?

Submit your case to the customer support portal by visiting <https://siemens-smartinfrastructure.force.com/Sl/s/createtime>.

Once at the web address, select "Emobility/Vehicle Charging Products" from the Create a Case dropdown menu. After clicking "Next", proceed to follow the instructions.

You may also contact eMobility phone support at 855-950-6339 or your local sales representative or project manager, if needed.

What should I expect after submitting a ticket?

- Acknowledgment of issue – After creating a case, you will instantly receive a case number.
- Responsiveness – Expect to get a response within one business day of providing the issue or replying to a question from the customer support staff.

How long will it take to resolve my issue?

It may take up to 5 business days to resolve customer support issues. Some customer support issues are more complex than others; therefore, a shorter turnaround is possible.

In the event we deem it necessary to provide onsite support, this determination will be made within 3 business days. After this has been decided, scheduling will commence and resolution times may change.

When can I reach customer support?

Customer support is provided during normal business hours: Monday through Friday, from 6 a.m. Pacific Standard Time to 8 p.m. Eastern Standard Time.

What if I have an issue outside of normal business hours and need support?

We are always trying to improve and want to provide quality service as fast as possible. The above is an estimate on expected customer support turnaround. If you feel your products need customer support that is beyond the standard level, we do have pricing for advanced customer support SLAs. Please contact your sales representative or request more information through the Create a Case portal shown above.

SIEMENS

Legal Manufacturer

Siemens Industry, Inc.
3617 Parkway Ln
Peachtree Corners, GA 30092
United States of America
Telephone: +1 (800) 333-7421
helpline.sii@siemens.com
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