# Maintenance Service Assistance
## Product Sheet and Specific Terms

The MindSphere application Maintenance Service Assistance helps you to maintain efficiency of your SINAMICS and SIMOTICS drive systems. This application offers you full transparency on spare parts and maintenance service information and provides a history of completed activities for all supported Assets. Additionally, you receive a time-based trigger for maintenance and an easy ordering functionality to perform maintenance and keep your drive systems running.

| Prerequisites | |
| --- | --- |
| Subscription | A valid MindAccess IoT Value Plan (Small/Medium/Large) subscription is required. |
| Connectivity and configuration | This application requires the onboarding of MindConnect devices and the configuration of Assets with the variables "ArticleNumber" and "SerialNumber" in the Asset Manager.<br>Such MindConnect devices can be ordered via local Siemens Sales at separate terms and conditions. |
| 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. |
| Supported Assets | SINAMICS and SIMOTICS drive systems (SIMOTICS LV (Basic-Article-No. 1LE5, 1PC4, 1FP1, 1FP3, 1LA5, 1LA7, 1LA9, 1LE1, 1PC3, 1LG4, 1LG6, 1LP5, 1PP5, 1PP6) non ex and SINAMICS LV G150 / S150 / S120CM (Basic-Article-No. 6SL3710-*G, 6SL3710-*L, 6SL3700-*L, 6SL3700-*M, 6SL3720-*T, 6SL3730-*T)). |

| Description | |
| --- | --- |
| Digital Service Handbook | Provides the following maintenance service information:<br>• Asset overview (list)<br>Lists all Assets, incl. icon, name, state, health status, location, drive system, plant.<br>• Maintenance overview (list, calendar)<br>Lists the recommended maintenance based on manual for supported Asset with name, category, due date, maintenance health status and the required maintenance triggered by time interval. As of the date of the release of the |

| | application the following Assets are supported: |
|---|---|
| | – See Supported Assets. |
| | • Spare parts overview (list) |
| | Lists the installed spare parts of Siemens Assets, with article number, description, image and quantity if available in "Spares on Web". |
| | Link to "Spares on Web": https://www.sow.siemens.com/. |
| | • Details (list, window) |
| | Shows additional information for: |
| | – Spare parts coming from "Spares on Web" (e.g. net weight, material number, ECCN, …). |
| | – Maintenance activities (e.g. category, trigger, …). |
| | – Asset (e.g. title, description, product lifecycle, successor, link to manual, …). |
| | • Dashboards (pie charts, cards) |
| | Shows most important information of Asset, maintenance and spare parts overview as summary and helps for easy navigation in lists and calendar and in-app notifications for triggered activities. |
| Shopping Cart | Allows you to: |
| | • Add spare parts to shopping cart, change their quantity and order spare parts via "Industry Mall": https://mallstage.industry.siemens.com/. |
| | • Add maintenance activities to shopping cart and request service via e-mail to Siemens Global Service Platform. |
| Configuration | Assets can be selected or deselected for usage within the application. Configuration allows you to add/delete/configure plants, add/delete/configure drive systems, assign Assets to the plant/drive systems, change the plant in which the drive systems are located. |
| Application permissions | This application is operated in data centers in Germany and processes the following data: |
| | • Asset configuration data which describes the Asset (e.g. Asset name, article number, serial number, tenant ID). |
| | The application performs the following activities which modify or amend Your Content in your MindAccess Account on your behalf: |
| | Read access on your Asset configuration data: |
| | • Read access an Asset configuration data (Asset name, article number, serial number) is required in order to use the functionalities of this application. |

## Pricing Model

| Fee for | Base subscription | Additional Assets |
|---|---|---|
| | includes up to 5 Assets | per additional Asset |
| Price | 0,00 € / month[1] | 1,00 € / month[1] |
| Billing cycle | n/a | Monthly in arrears |

[1] If a price is displayed in a different currency on the product detail page of Maintenance Service Assistance on www.mindsphere.io/store in your country of residence at the date of enablement of the Asset or in the Order Form, such price will be charged.

| Base subscription fee | The base subscription allows access to the application and usage of up to 5 selected Assets. |
|---|---|
| Fee for additional Assets | An additional fee will be applied for each Asset exceeding the number of selected Assets included in the base subscription. Starting with the month in which the Asset is selected to the application, this fee will be charged on a monthly basis (full month principle) for each selected Asset. |

| Payment terms | The fee for additional Assets is charged monthly in arrears for each additional Asset. |
| --- | --- |
| Subscription Term | The minimum Subscription Term for this application is 1 month. The Subscription Term continues unless terminated by you or us with 30 days' notice. Terminations become effective at the end of the calendar month. |
| Cancellation | You may cancel the selection of an Asset by deselecting the Asset from the application at any time. The cancelation shall become effective at the end of the month in which the deselecting was conducted. |

| Specific Terms | |
| --- | --- |
| Service Level Agreement | 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. |
| Exclusions | 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. |
| Data use rights | "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.<br>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). Siemens shall own and be free to make Collected Data publicly available (e.g. for information and industry trends, benchmarking data) on an aggregated basis with other data in a form that does not identify you and/or your Users. |
| Third Party Terms | 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_MaintenanceServiceAssistance. |
| Changes to the Product Sheet and Specific Terms | 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 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. |
| Support | Support for this application may be contacted via Industry Online Support (https://support.industry.siemens.com).<br>Support is available in English and German. |

| Export Control Regulations | |
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| AL | N |
| ECCN | N |

| Security Information | |
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| General | 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. |

| Definitions | |
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| Asset | An Asset is the logical representation of a thing which for the purposes of this application can be a motor, converter, pump, fan or compressor. |
| General | All other capitalized terms in this document shall have the meaning given to them in the MindSphere Master Agreement. |

**www.mindsphere.io/terms**