



Maintenance, Repair and Services

Price list Germany Digital Industries (DI)

effective from January 1st, 2026

Maintenance, Repair and Services

Hourly rates¹ (in EUR)

Hourly rates¹ for working, remote-support², travel, waiting, preparation and follow-up time for customers without maintenance-, repair- or service contract:

category (cat.)	<u>during</u>		<u>outside of</u>
	normal working hours		
	Monday - Friday 8 a.m. - 5 p.m. (excl. public holidays)	Monday - Friday 6 a.m. - 8 a.m. and 5 p.m. - 10 p.m. and Saturdays 6 a.m. – 10 p.m.	Monday - Friday 10 p.m. - 6 a.m. and Sundays and public holidays
3	199.00	269.00	299.00
5	231.00	312.00	347.00
7	256.00	346.00	384.00
8	300.00	405.00	450.00

Hourly rates¹ for working, remote-support², travel, waiting, preparation and follow-up time for customers with maintenance-, repair- or service contract:

category (cat.)	<u>during</u>		<u>outside of</u>
	normal working hours		
	Monday - Friday 8 a.m. - 5 p.m. (excl. public holidays)	Monday - Friday 6 a.m. - 8 a.m. and 5 p.m. - 10 p.m. and Saturdays 6 a.m. – 10 p.m.	Monday - Friday 10 p.m. - 6 a.m. and Sundays and public holidays
3	178.00	240.00	267.00
5	196.00	265.00	294.00
7	221.00	298.00	332.00
8	256.00	346.00	384.00

Footnote:

1) for assignment/provision of employees of Siemens AG in Germany, sector Digital Industries (DI)

2) Invoicing of remote-support services

Remote-support services can be provided via telephone, e-mail, remote-support tools (such as Microsoft Teams, FastViewer etc.), or via direct remote access to the equipment/machine (if available).

If the support is provided exclusively remotely for a maximum duration of one hour, a flat remote-support fee of EUR 500.00 will be charged.

For clients with a valid maintenance, repair, or service contract, this flat remote-support fee will be EUR 450.00.

If such remote support subsequently results in the need for an on-site intervention, no flat rate will be charged. In this case all time expenditures will be charged according to the above price list on a time and material basis. Any scheduled remote-support services exceeding one hour will be charged on a time and material basis in accordance with the above price list.

Advantages of the remote-support services:

- Shorter waiting time until the first error analysis
- Available experts from all over Germany can be consulted (irrespective of where they are)
- No travel expenses if the problem can be solved remotely
- If, however, an on-site intervention is still required, the remote-support services allow for a better preparation of the on-site intervention thus increasing the chance of a problem resolution during the first intervention.

Terms and conditions for Maintenance, Repair and Services

Overview billing categories (cat.):

Category 3:

- Services for current products / systems in automation- and drive-technology (e.g.: SIMATIC TIA, SIMATIC S7, SINUMERIK ONE/840D sl, SIMOTION, SINAMICS for low voltage converters, ...) excepting medium voltage converters and high voltage motors
- IT/OT service delivery utilizing standard software, implementation of fundamental cybersecurity measures, straightforward IT/OT integrations, installation of industrial network components, and the execution of existing simulation models. These activities encompass tasks that require a solid technical understanding but are primarily based on established methodologies.

In order to fulfill the service task, product and system knowledge or basic knowledge of the technology is required.

Category 5:

- Services for products / systems in automation- and drive-technology that are only available as spare parts (e.g.: SIMATIC S5, SINUMERIK 840C/D pl, SIMODRIVE 650/660).
- Services which predominately require application- and process-know-how.
- IT/OT service delivery includes the conception and development of complex, customized software architectures, advanced OT cybersecurity strategies, sophisticated IT/OT integration and segmentation, the design of highly available industrial networks, as well as the development of simulation models and Digital Twins. This requires profound specialized knowledge and strategic problem-solving expertise.

In order to fulfill the service task, comprehensive knowledge regarding product application and combination of products or comprehensive knowledge of the technology is required.

Category 7:

- Services for automation- and drive-technology which require special knowledge (in case of escalation or in context with external systems), as well as services for process analytics.
- Services for medium-voltage, medium-voltage converters and high-voltage motors (standard).
- IT/OT service delivery encompasses the development and implementation of IT/OT paradigms, the conceptualization of OT cybersecurity frameworks and resilience strategies for critical infrastructures, and the orchestration of highly distributed and autonomous IT/OT systems.

In order to fulfill the service task, a high level of technological competences is required.

Category 8:

- Services for complex production plants.
- Services for complex high-voltage motors.

In order to fulfill the service task, the highest level of technological competences and expert knowledge is required.

Terms and conditions for Maintenance, Repair and Services

1. Scope

The above-mentioned prices, terms and conditions are valid for customers based in Germany. Prices for services outside Germany can be provided upon request. For employees of the Siemens AG the current local labor agreements apply. This price list becomes invalid upon publication of a new price list.

2. Prices

The hourly rates¹ apply to working, remote-support², travelling, transit, waiting, preparation and follow-up time. The allocation of the billing categories can be found in the category overview. The hourly rates for maintenance, repair and services are distinguished by the following.

- during normal working hours
- outside of normal working hours

For services outside of normal working times the Working Hours Act must be followed particularly regarding “exceptional cases” which may require the approval by regulatory authorities. If services are executed beyond our normal working times applying these prerequisites and in “exceptional cases”, cost surcharges shall be invoiced.

The different categories can be found in the price list attached.

For work activities under specific circumstances surcharges may apply.

3. Incidental costs

Cost rates of services during normal working times include a prorated daily allowance. Not included are travel costs and accommodation allowances. Potentially arising accommodation expenses, travel expenses and other incidental costs are charged at cost incurred. The cost rate for the deployment of vehicles is EUR 1.10 per kilometer. Special vehicles are charged at cost incurred.

If needed we will support customers without industry, maintenance, repair or service contract at the corresponding location outside of normal working hours depending on the availability and we will charge a call-out fee of € 750.00 (net). If a corresponding maintenance, repair or service contract is signed within 4 weeks after completion of the service order the fee will be refunded. For the utilization of our plant-downtime service, we generally charge (within and outside the liability for defects) € 200.00 per product/system plus necessary courier costs which may occur.

We charge a flat rate of EUR 750 (net) per transaction for the notification, coordination and administration of services abroad (regardless of the service-providing unit)

The compensation for the provision of special tools, measuring equipment, set-up tools, lifting gear and construction site equipment, as well as special protective equipment will be charged separately. Delivery and return will be at the customer's expense.

4. Value added tax

All prices are subject to the applicable VAT, which is charged separately.

5. Other provisions

In case of changes in cost at the beginning or during the performance of technical services, due to legal, tariff, or other regulations which Siemens is not responsible for, the alignment of prices and conditions remains reserved. Further conditions must be agreed upon in writing.

Spare parts are invoiced separately according to the current valid price list at Siemens.

6. Legal validity

The contract language is German. German law shall apply exclusively. The German version of the price lists for technical services as well as for maintenance, repair and services is binding. The English version is for information purposes only.