

SINUMERIK Service Assistance Product Sheet



The MindSphere application SINUMERIK Service Assistance offers 3 options that support service experts in performing fault analyses on machine tools with SINUMERIK. With Machine Transparency all currently installed hardware components as well as firmware and software versions and their changes are recorded automatically. Machine Condition enables the cyclic recording of extended status data on the control and drive technology and its selective evaluation. Error Analysis efficiently identifies and evaluates fault states and disturbances in machine tools based on intelligent filter options and a user-friendly interface. Thanks to increased transparency, technicians can perform diagnostics before arriving on-site.

Prerequisites	
Subscription	A valid MindSphere Capability Package (Basic/Standard/Premium) subscription is required.
Connectivity	For the use of the SINUMERIK Service Assistance application a connection of a SINUMERIK via MindSphere applications Manage MyMachines or via Industrial Connectivity Services (Brownfield Connectivity Gateway) including configuration of all SINUMERIK Service Assistance aspects is required.
Hardware	The application supports SINUMERIK 828D/840D/ONE. The supported hardware and software versions can be found in the documentation: Manage MyMachines: https://siemens.mindsphere.io/en/docs/ManageMyMachine.html Industrial Connectivity Services (Brownfield Connectivity Gateway): https://www.siemens.com/global/en/products/services/digital-enterprise-services/engineering-integration-services/industrial-connectivity-services.html
Web browser	An HTML5 capable Internet browser is required (e.g. Google Chrome, Mozilla Firefox). The recommended screen resolution is 1024x768 or higher. Mobile devices are supported through the use of HTML5 capable Internet browser.
Data access	To access and use the application, data stored in your existing Account (e.g. Base Environment or MindSphere Capability Package Account) may be accessed by the application.

Description	
Asset List	Shows all available machines including their hierarchical structure as well as their connection / health status.

Machine Transparency	Based on the upload of the IdentSNAPSHOT XML file, Machine Transparency enables the automated acquisition of machine information including hardware components, software versions and licenses that are used within the machine tool with a SINUMERIK as well as logbook entries and general machine information. With the transparency into which components are installed at the customers site, experts are able to provide precise advice on hardware and software handling.
Machine Condition	Enables the cyclical acquisition of extended status data such as the SINUMERIK version or the number of axes, the machine access with information on the respective protection level via the control and drive technology and their targeted evaluation with the aid of intelligent analysis methods.
Error Analysis	Enables the detection and evaluation of fault conditions that occur on the machine tool with SINUMERIK. Based on the collected information, data analysis can be performed to identify existing correlations between the error messages and faults that have occurred.

Pricing Model				
Fee for	Application subscription	Extensions (optional)		
		Machine Transparency	Machine Condition	Error Analysis
		Usage-based	Usage-based	Usage-based
Price	See Order ¹	See usage-based list ²	See usage-based list ²	See usage-based list ²
Billing cycle	Full amount in advance	Monthly in arrears		
¹) Subscription-based pricing is set forth in the Order; ²) Usage-based fees are set forth in the Price List for Offerings with Usage-based Fees available at https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/usage-based .				
Application subscription	The application subscription allows access and use of the application with 1 Asset for the Module Machine Transparency.			
Extensions (usage-based)	<p>Additional usage-based fees will be applied (monthly in arrears) for Machine Transparency, Machine Condition and/or Error Analysis for each additionally enabled Asset exceeding the number of enabled Assets included in the application subscription. You may disable an Asset from the application at any time.</p> <p>For further details about calculation of usage-based fees please refer to Usage-based Calculation Methods for MindSphere Applications available at https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/app-usage-based-calculation.</p> <p>Tenant administrators can enable or disable Machine Transparency, Machine Condition and/or Error Analysis option(s) per Asset. NOTE: If you remove/offboard the respective Asset from your Account, Machine Transparency, Machine Condition and/or Error Analysis option(s) must be disabled for this Asset manually in the SINUMERIK Service Assistance application.</p>			
Subscription Term	The standard Subscription Term for the application is 12 or 36 months. The Subscription Term shall automatically renew if stated in the Order.			
Co-term (renewal and termination)	<p>The Subscription Term for this application will be co-termed with the Subscription Term of your existing MindSphere Capability Package, and therefore can be shorter than the standard Subscription Term.</p> <p>If an application subscription is terminated, the associated extensions will be terminated at the same time.</p>			
Payment terms	The fee for SINUMERIK Service Assistance is fully charged in advance for the entire Subscription Term unless otherwise expressly provided in an Order.			

	The fee for usage-based extensions is charged monthly in arrears, if the cumulated fee exceeds the threshold of EUR 200 equivalent. If the cumulated fee for the usage-based extension does not exceed the threshold of EUR 200 equivalent, the fee will not be charged.
--	--

General	
Service Level Agreement	The Monthly Availability for this application is at least 95 %. Monthly Availability is defined in the Cloud Services Support and Service Level Frameworks available at https://www.siemens.com/sw-terms/sla .
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.
Application use rights	This application can be used as part of OEM Services as described in the MindSphere Supplemental Terms available on www.siemens.com/sw-terms/supplements .
Third-Party Terms	The Third-Party Terms for SINUMERIK Service Assistance are made available via the following web link: https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/Third-Party-Terms .
Support	Support for this application may be contacted via Industry Online Support (https://support.industry.siemens.com). Support is available in English and German.
Registration at myRegistration Portal	When using the option Machine Transparency, the identSNAPSHOT XML file will automatically be registered in the myRegistration Portal (http://myregistration.siemens.com/) using the email address of the tenant administrator or optionally the email address entered for a subtenant in the application. For each update of the identSNAPSHOT XML file, the transmission of the file will be automatically triggered. If access to Customer's registered machines is needed, a myRegistration account can be created using email address which was used for registration of the identSNAPSHOT XML file.
Your responsibility for data	For the Machine Transparency option, you must provide the information about the installed components within the identSNAPSHOT an XML file. You must ensure that no data classified as sensitive will be transmitted.

Export Control Regulations	
AL	N
ECCN	EAR99

Security Information	
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	
Asset	An Asset is the logical representation of a thing which can be a CNC controller like a SINUMERIK 828D/840D/ONE.
IdentSNAPSHOT XML file	The identSNAPSHOT XML file is an xml file that can be created on the supported SINUMERIK. It contains information about hardware, software licenses and general Information (e.g. MLFBs of all hardware components) of CNC Machines

	controlled by the SINUMERIK. For additional information on how to create the identSNAPSHOT XML file, please refer to the operating manual of SINUMERIK Service Assistance available on https://support.industry.siemens.com/cs/document/109780665/mindsphere-mindapp-sinumerik-service-assistance .
General	Unless otherwise indicated, capitalized terms used in this document shall have the meaning given to them in this document or elsewhere in the Agreement. You may also want to check our Glossary .