



Choose authentic
Siemens products from
authorised partners.

SIEMENS



INTRODUCTION

In today's fast-paced industrial landscape, ensuring operational reliability is paramount. Genuine Siemens products, sourced through authorised local partners, are more than just components — they are your assurance of quality, compliance, and long-term reliability. Siemens offers a wide range of industrial automation products and solutions tailored to help industries streamline operations, increase production efficiency and most importantly ensure future readiness.

Quality matters more than ever, sourcing from Siemens authorised local distributors and partners guarantees that your operations are supported by the highest standards of performance and reliability. Siemens authorised partners are committed to providing genuine products and services that meet Siemens' stringent quality requirements.



**Empower your operations.
Protect your future.**

WHAT IS GREY MARKET?

The term "Grey market products" refers to products that are sold and imported by unauthorised distribution channels often at a more appealing price. You should be aware that these products lack transparency and purchasing them from unauthorised Siemens distributors or partners can lead to significant uncertainty for your business and factory operations. In some cases, grey market products may be counterfeit items that are deceptively marketed as genuine Siemens products.

Online trading platforms or spam emails are usually used to advertise grey market products. Depending on the origin, buyers are generally unable to determine if the purchased products will provide standard technical

support and a full legal warranty, or if they are purchasing products that have already been used, refurbished, non-upgraded, damaged, non-functional, or potentially counterfeit. Siemens does not provide legal warranty coverage or standard technical support for grey market products.



Grey (unauthorised channel partners)

Genuine Siemens products that have not been purchased from Siemens authorised channel partners.



Old Siemens products

Products that may be end of life or end of support.



Counterfeit Siemens products

Products that have not been manufactured by Siemens or without Siemens's consent.



Stolen products

Siemens products that have been stolen from original end users or the manufacturer and resold without consent.

VALUE OF GENUINE SIEMENS PRODUCTS

Choosing genuine Siemens products means investing in superior performance, lasting reliability, and long-term cost efficiency. Engineered to the highest quality standards and backed by robust warranties and comprehensive technical support from authorised partners, Siemens products ensure minimal downtime and lower maintenance costs — delivering a solid return on investment. Unlike grey market alternatives that can compromise operational performance and incur unexpected expenses, genuine Siemens solutions offer peace of mind and a clear pathway to sustained innovation and growth.



POTENTIAL RISKS ASSOCIATED WITH BUYING FROM UNAUTHORISED PARTNERS

The risks of using grey market products can include machine or factory downtime due to product failures, longer throughput times, and additional repair costs.

These productivity losses and operational disruptions can negatively affect your company's reputation and customer relationships indicating a lack of commitment to quality and ethical practices. Siemens is not liable for risks or damages resulting from the use of products purchased from the grey channels.



Quality and reliability concerns

Siemens maintains strict quality standards for products distributed through its authorised partner network.

Products purchased from the grey market may not meet these standards, which may result in compatibility problems, higher failure rates, and the need for unplanned maintenance.



Warranty and support issues

Siemens generally does not provide warranty coverage for products purchased on the grey market. If these components malfunction, the costs in sourcing replacements or obtaining technical assistance.



Security vulnerabilities

Grey market products may not receive regular updates and patches from manufacturers, leaving them vulnerable to cyber threats. Without these secure software updates, networks can become exposed to data breaches and other security incidents.

SIEMENS AUTHORISED PARTNERS

We collaborate with trusted partners to ensure our extensive offerings are always accessible. Our partners drive innovation, increase competitiveness and deliver meaningful business outcomes through digital transformation. They work with large and small companies in multiple industries, assisting you in implementing Siemens solutions tailored to your specific needs.

For guaranteed performance and peace of mind, purchase only genuine Siemens products from Siemens authorised local distributors and partners.

- **Access to trusted experts**

Our partner network connects you with highly skilled and authorised partners in Singapore, ensuring you receive reliable and professional support.

- **Comprehensive, tailored solutions**

Whether you are looking for products or customised solutions, our partners will be able to analyse your needs and offer you a solution tailored to your needs. From planning and engineering to commissioning.

- **Guaranteed product authenticity**

By working with our authorised partners, you can be confident in the authenticity and quality of the products, safeguarding your business from grey market risks.



**Published by Siemens
Digital Industries, ASEAN**

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