

# 14

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## Order information

### Order information

#### Ag and Cu surcharges

Surcharges for copper (Cu) and silver (AG) will be added to the product prices if the limit value is exceeded. The level of surcharge will be calculated as follows:

Nonferrous metal surcharges =  
("stock exchange listing of metal"<sup>1)</sup> – "limit value") x the metal weight contained in the respective product

The limit value is as follows:

- for copper (Cu) 100 kg
- for silver (Ag) 001 kg.

<sup>1)</sup> for Cu: Previous month's average of the above Cu DEL quotation + 1% handling fee  
for Ag: "German listing processed"; both to be found in the EIS of GPL.

#### Registered trademarks

All product designations may be registered trademarks or product names of Siemens AG or other supplying companies. Third parties using these trademarks or product names for their own purposes might infringe upon the rights of the trademark owners.

#### Ordering special designs

When ordering products that differ from the versions listed in the catalog, the order number specified in the catalog must be supplemented with "-Z"; the required features must be defined using the alphanumeric order codes or in plain text.

#### Small orders

When small orders are placed, the costs associated with order processing are greater than the order value. We recommend therefore that you combine several small orders. Where this is not possible, we unfortunately find it necessary to charge a processing supplement of € 15.- to cover our costs for order processing and invoicing for all orders with a net goods value of less than € 100.-.

#### Internet

Visit our Automation and Drives Web site on the Internet. You will find us at the following addresses

- for the sector *Automation and Drives*:  
<http://www.siemens.com/automation>
- for the division *Installation Technology*:  
- Germany  
<http://www.siemens.com/e-installation>
- for our offline A&D Mall (CA 01):  
<http://www.siemens.com/automation/ca01>

#### Please note

Unless otherwise stated on the individual pages of this catalog, all specified values, dimensions and weights are subject to change without notice.

All dimensions are specified in mm, illustrations are non-binding.

Technical data is for general information purposes only. During mounting, operation and maintenance, it is essential to comply with the operating manuals and any instructions on the products themselves.

### Overview



At

<http://www.siemens.com/automation/partner>

you can find details of Siemens contact partners worldwide responsible for particular technologies.

You can obtain in most cases a contact partner for

- Technical Support,
- Spare parts/repairs,
- Service,
- Training,
- Sales or
- Consultation/engineering.

You start by selecting a

- Country,
- Product or
- Sector.

By further specifying the remaining criteria you will find exactly the right contact partner with his/her respective expertise.

# Appendix A&D Online Services

Information and ordering  
on the Internet and on CD-ROM

## A&D in the WWW



A detailed knowledge of the range of products and services available is essential when planning and configuring automation systems. It goes without saying that this information must always be fully up-to-date.

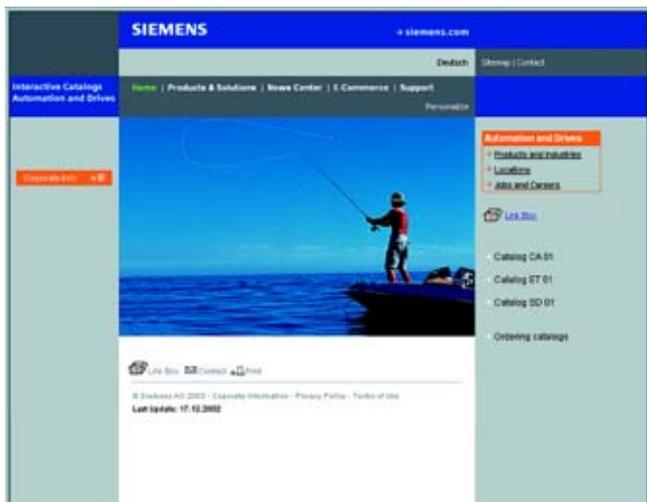
The Siemens Automation and Drives Group (A&D) has therefore built up a comprehensive range of information in the World Wide Web, which offers quick and easy access to all data required.

Under the address

<http://www.siemens.com/automation>

you will find everything you need to know about products, systems and services.

## Product selection using the interactive catalog



Detailed information together with convenient interactive functions:

The interactive catalog CA 01 covers more than 80,000 products and thus provides a full summary of the Siemens Automation and Drives product base.

Here you will find everything that you need to solve tasks in the fields of automation, switchgear, installation and drives.

All information is linked into a user interface which is easy to work with and intuitive.

After selecting the product of your choice you can order at the press of a button, by fax or by online link.

Information on the interactive catalog CA 01 can be found on the Internet under

<http://www.siemens.de/automation/ca01>

or on CD-ROM or DVD.

## Easy shopping with the A&D Mail



The A&D Mail is the virtual department store of Siemens AG on the Internet. Here you have access to a huge range of products presented in electronic catalogs in an informative and attractive way.

Data transfer via EDIFACT allows the whole procedure from selection through ordering to tracking of the order to be carried out online via the Internet.

Numerous functions are available to support you.

For example, powerful search functions make it easy to find the required products, which can be immediately checked for availability. Customer-specific discounts and preparation of quotes can be carried out online as well as order tracking and tracing.

Please visit the A&D Mail on the Internet under:

<http://www.siemens.de/automation/mall>

## Our services at all project phases

### General



In the face of harsh competition you need optimum conditions to keep ahead all the time:

A strong starting position. A sophisticated strategy and team for the necessary support - in every phase.

Service & Support from Siemens provides this support with a complete range of different services for automation and drives.

In every phase: from planning and startup to maintenance and upgrading.

Our specialists know when and where to act to keep the productivity and cost-effectiveness of your system running in top form.

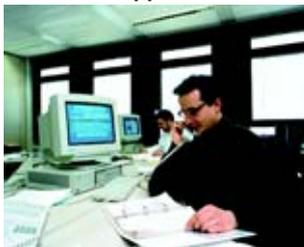
### Online support



The comprehensive information system available round the clock via Internet ranging from Product Support and Service & Support services to Support Tools in the Shop.

<http://www.siemens.com/automation/service&support>

### Technical support



Competent consulting in technical questions covering a wide range of customer-oriented services for all our products and systems.

**Tel.: +49 (0)180 50 50 222**  
**Fax: +49 (0)180 50 50 223**

E-mail: [adssupport@siemens.com](mailto:adssupport@siemens.com)

### Technical consulting



Support in the planning and designing of your project from detailed actual-state analysis, target definition and consulting on product and system questions right to the creation of the automation solution. <sup>1)</sup>

### Configuring and software engineering



Support in configuring and developing with customer-oriented services from actual configuration to implementation of the automation project. <sup>1)</sup>

### Service on site



With service on site we offer services for startup and maintenance, essential for ensuring system availability.

In Germany Tel.:  
**+49 (0)180 50 50 444** <sup>1)</sup>

### Repairs and spare parts



In the operating phase of a machine or automation system we provide a comprehensive repair and spare parts service ensuring the highest degree of operating safety and reliability.

In Germany Tel.:  
**+49 (0)180 50 50 448** <sup>1)</sup>

### Optimization and upgrading



To enhance productivity and save costs in your project we offer high-quality services in optimization and upgrading. <sup>1)</sup>

<sup>1)</sup> For country-specific telephone numbers go to our Internet site at <http://www.siemens.com/automation/service&support>

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# Appendix

## Notes