



DIGITAL INDUSTRIES SOFTWARE

Maximizing the value of your Simcenter Micred hardware

Simcenter Micred T3STER • Simcenter Micred Power Tester • Simcenter Micred Quality Tester

How can you guarantee you calibrated all your past and future measurements correctly? How can you ensure your Simcenter™ Micred™ hardware is performing optimally and accurately? How do you minimize the risk of unexpected downtime?

For Simcenter Micred hardware, which is part of the Siemens Xcelerator business platform of software, hardware and services, Siemens provides a high-quality service contract to optimize its accuracy and extend its lifetime. This document details the advantages of our extended warranty contracts.

Receive top-tier support

Siemens' Simcenter Micred comprehensive and integrated portfolio of software, hardware and services is backed up by an outstanding global customer support team.

Our team strives to provide a comprehensive support contract with multiple benefits and features to maximize the value of product adoption.

The maintenance contract includes access to the Siemens Support Center (support.sw.siemens.com) for license renewal, software updates, tech notes and for tracking support cases.

Maintain system accuracy

With the Simcenter Micred hardware maintenance contract, we perform a yearly International Organization for Standardization (ISO) 9001 compliant calibration to maintain the accuracy of your system, securing the reliability of your acquired data and providing an ISO compiled test report and certification.

The maintenance service can be performed either at a Siemens office or on-site at your location, depending on the type of hardware:

- For Simcenter Micred Power Tester and Simcenter Micred Quality Tester, on-site service is the default option.

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- For Simcenter Micred T3STER™, on-site maintenance is optional and subject to specific conditions. For these devices, most services are typically performed at Siemens offices

Guarantee minimal downtime

The Simcenter Micred hardware maintenance contract includes free repair in the unlikely event of electronic failure. The contract guarantees that Simcenter customer support engineers will prioritize the planning of repair interventions to minimize downtime.

Access tiered maintenance levels

For the Simcenter Micred Power Tester hardware and Simcenter Micred Quality Tester hardware, it is possible to subscribe to a full maintenance plan (MAINT) to include periodic preventive maintenance and warranty extension or to a calibration only plan (CAL), which includes only the periodic preventive maintenance service.

Additional information

For more information, please contact the Siemens Support Center or your local office for all details concerning Simcenter Micred hardware maintenance services.

Service contract content

	MAINT	CAL*
Service execution		
Service executed at one of the Siemens offices	Yes	Yes
Service executed at customer's site	Yes	Yes
Performed by qualified customer support engineers	Yes	Yes
Help desk support	Yes	No
Software updates		
Firmware update	Yes	No
Control software update	Yes	No
Postprocessing software update	Yes	No
Corrective maintenance		
12-month extended warranty	Yes	No
Minimized downtime in case of system failure	Yes	No
Replacement hardware included	Yes	No
Preventive maintenance		
One calibration service per year	Yes	Yes
Functional test (go/no-go)	Yes	Yes
Adjustment and calibration	Yes	Yes
Calibration certificate	Yes	Yes

* CAL contract available for Simcenter Power Tester and Simcenter Quality Tester.

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(*) Conditions for the corrective maintenance the extended warranty covers.

The main system must be covered by a MAINT contract, which includes:

- Simcenter Micred T3STER™ hardware, Simcenter Micred and Simcenter Micred T3STER SI

From the maintenance contract are excluded:

- Repair of mechanical parts including chassis, frame, pipes, valves, cold plates
- Repair of handling add-ons and fixtures for device under testing (DUT)

The maintenance contract does not cover failures due to user mishandling or unauthorized system modification.