Remote support for compressor controls

Fast help. Less downtime.
Better performance.

siemens-energy.com

Siemens Energy provides fast, expert remote support to keep your compressor control systems stable, efficient, and protected. Our specialists help you quickly diagnose and resolve issues in antisurge control, load sharing, automation platforms, and performance optimization—often without the need for an onsite visit.

At a glance – what you get

- Faster fault resolution – remote connection (If available), quick diagnosis, and guided fixes
- Less unplanned downtime – early detection of issues and improved stability
- OEM expertise on demand – direct access to compressor control specialists
- Safer, more reliable operation – improved control, alarms, and protection logic



DCS



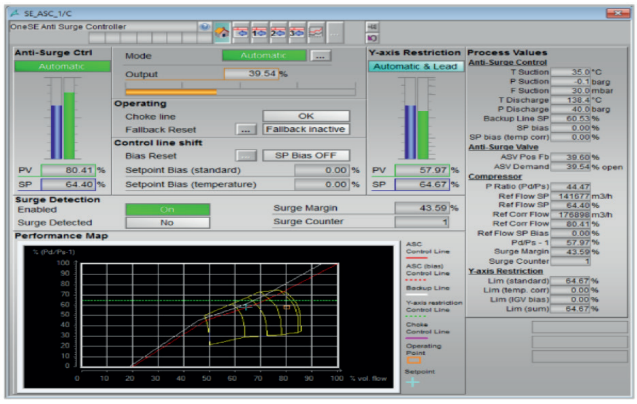
HMI

Why it matters

With OEM expertise and global 24/7 availability, Siemens Energy helps you reduce downtime, improve reliability, and maintain safe, high-performance compressor operation.

Where we support you

- **Antisurge & protection:** validate sensors, tune PID loops, stabilize valves
- **Load Sharing & multitrain control:** balance compressors, remove oscillations
- **PLC / ESD / DCS / HMI / SCADA:** logic/alarm reviews, sequence checks, HMI improvements, cybersecurity hygiene
- **Event recording & analytics (SCAUT Recorder*):** capture high-resolution data, analyze margins, identify root causes
- **Performance & capacity control:** optimize loops, verify VFD settings, improve efficiency



Anti surge control

Common problems we help solve

- Repeated surge alarms / false trips
- Load sharing issues
- Incorrect sensor readings
- Communication faults
- Missing or unclear trip/event records

How our remote support works

1 You raise a support request

2. We connect via a secure remote channel

3. We review logs, and trends – if the customer has SCAUT recorder*, it will provide the logs and trends, otherwise the HMI records would be what the team will work with.

4. Live diagnosis with your team

5. Fixes or action plan shared immediately

6. Detailed findings report provided

Preventive health checks

- Controller, I/O, and scan-time overview
- Alarm quality and loop stability KPIs
- Backup and lifecycle review

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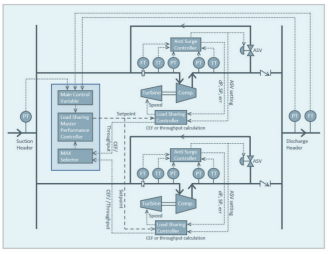


Figure 1a. General control schematic

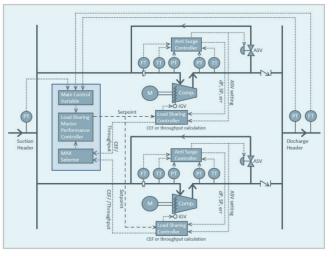


Figure 1b. General schematic with inlet guide vane (IGV)

What you receive

- Diagnostics
- Backup snapshots
- Tuning improvements (ASC + load sharing)
- Recommendations for upgrades, spares, training

Response levels

- Critical: within 8 hours
- High priority: within 24 hours
- Standard: within 72 hours
- Custom SLAs available

Supported systems

- Compressors: centrifugal, reciprocating
- Controls: PLC/ESD/DCS, SCADA, HMI, Drives
- Protocols: Profinet, Profibus, Modbus, OPC UA
- Platforms: Ethernet TCP/IP + Diverse Platforms supported

Why customers choose us

- OEM-level expertise
- Advanced diagnostics & analytics
- 24/7 global support
- Clear, actionable guidance

Contact & support

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More numbers:
https://www.siemens-energy.com/
Email: support@siemens-energy.com

- *Note: For SCAUT Recorder: *only available for SIEMENS AG platforms*

Scan for quick access: