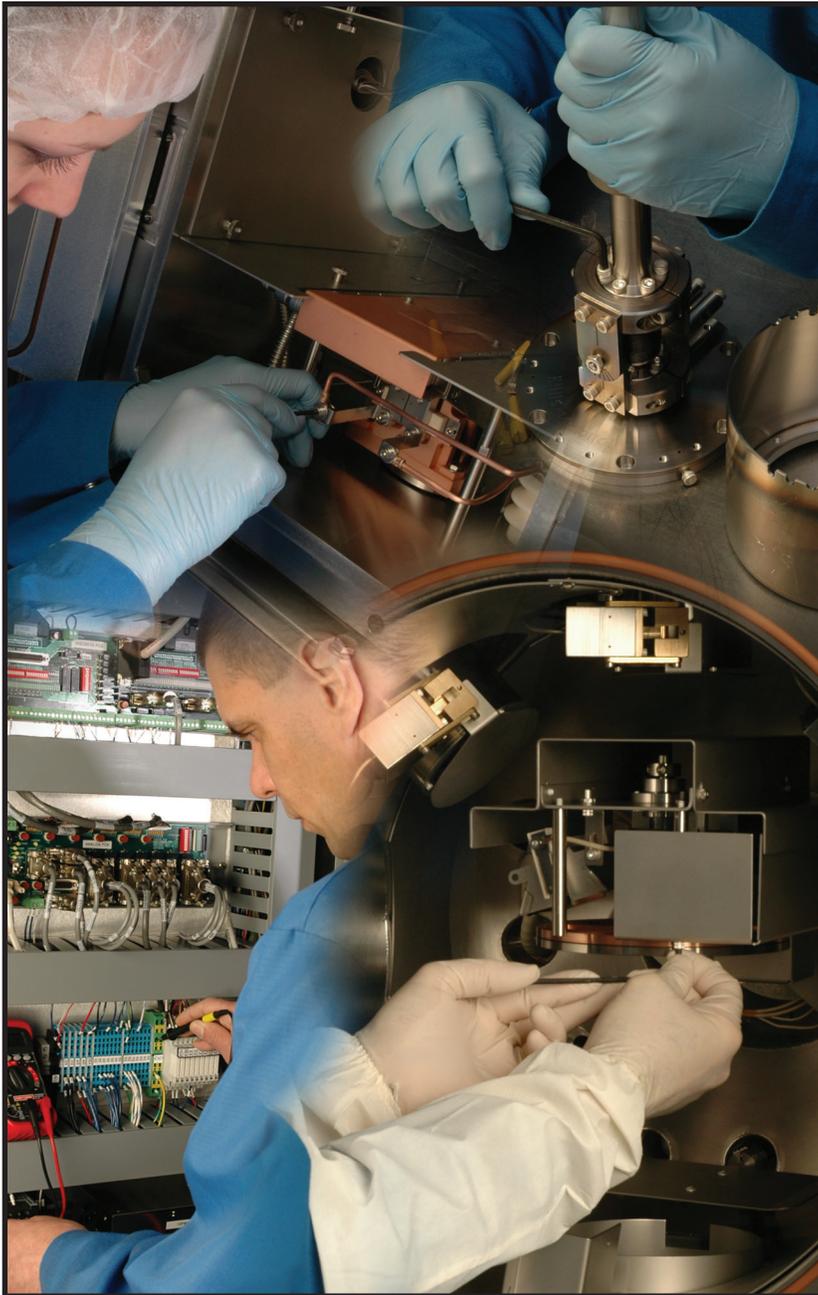


Service & Support

Continual Maintenance Agreements



Kurt J. Lesker[®]
Company

PROCESS EQUIPMENT[™]
DIVISION

KJLC[®] Standard Service

The Process Equipment Division (PED) Global Service Department consists of dedicated, experienced personnel who strive to provide world class customer service. Our goal is to minimize your downtime and maximize your uptime.

KJLC's website (lesker.com) provides global access to service and support information 24 hours a day / 7 days a week. The PED customer service portion includes: preventative maintenance schedules, spare parts information, troubleshooting guides, detailed procedures for the repair, disassembly and assembly of equipment, technical information, health & safety forms and information, operation and equipment manuals, instructional videos and customer satisfaction surveys.

Our extensive parts inventory is an additional benefit that reduces shipping delays and repair time. Select components may also have an exchange or loaner program to keep you up and running while your original equipment is being serviced.

In some locations, bead blasting and cleaning facilities allow us to properly clean in-vacuum components after servicing to prepare them for immediate re-assembly into your vacuum system. Vacuum packaging is available to ensure these components stay vacuum ready. Our Corporate Headquarters also offers pump repair, fluid reclaim and precious metals reclaim services through our Vacuum Mart[™] and Materials Division.

All of our computer controlled tools include software that allows KJLC to remotely access the system in order to quickly assist the customer in diagnosing a problem or to conduct remote customer training on operation and controls.

Features

- Reduced Downtime
- Safeguards your Investment
- Maintenance Budget Planning
- Ensure System Reliability
- Scheduled Preventative Maintenance
- Priority Support
- Tailored Packages
- Design Updates

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Continual Maintenance Agreements

The KJLC Continual Maintenance Agreement (CMA) is a comprehensive package designed to optimize tool performance. Each one year agreement includes regularly scheduled preventive maintenance visits, access to priority repair services and remote support. This program is intended for KJLC equipment as well as equipment not manufactured by KJLC (some restrictions apply).

Each CMA visit is tailored to suit individual system configurations and is performed in accordance with manufacturer's recommendations. The number of visits per year should be determined by the amount and type of tool usage. Frequently used tools or tools performing "dirty" process should be maintained more frequently than minimal use tools.

Service	Gold		Platinum	
	Package A - 2 days	Package B - 4 Days	Package A - 1 visit	Package B - 2 visits
Typical Service Visit Duration <i>(per process chamber)</i>	1 day <i>(Days may be combined)</i>		2 days per visit	
Phone/E-mail Support	Included		Included	
Onsite Visits <i>(in addition to those included)</i>	10% Discount from list price		15% Discount from list price	
Spare Parts Price <i>(in addition to those included)</i>	10% Discount from list price		15% Discount from list price	
Service Provided	A full functional system check with a report on the condition of the tool, any minor repairs or adjustments performed, any follow up corrective action required, any recommended parts replacement and any available upgrades. This time can also be used for additional customer training or to field any questions or concerns.		All services provided in our Gold package, plus KJLC will replace typical wear items and service other components as maintenance intervals require. These services may include: <ul style="list-style-type: none"> • Wet pump oil changes* • Mist eliminator and trap cartridge changes • Scroll pump tip seal replacement • LRP bearing replacement • Lubrication of critical moving parts • RGA scans of system constituents • System He Leak check (He is customer supplied) 	
Parts Provided <i>(May vary based on system configuration or manufacturer)</i>	Not included		Typical wear items will be replaced. These items may include: <ul style="list-style-type: none"> • Belts, chains and drive gears • Door / Top plate O-rings • Heater lamps • Standard platen ceramic components • Standard Teflon guide / support bushings 	
Engineering Updates	Not included		Engineering updates (in KJLC's opinion) to maintain the system performance to the original tool specifications are included	
Service Visit Carry Over	No (unless scheduled with KJLC prior to expiration of CMA)			
Software Updates	Included (with KJLC provided PC controlled systems)			
Source Rebuild	Not included (quotation available upon request)			
Service Information	Full Access		Full Access	
Travel Expenses	Included		Included	
Deposition Support	Included		Included	

* Fomblin® preparation is an additional charge.

In all cases, KJLC Standard Terms and Conditions of Sale (LEF-203) apply.

The following are additional clarifications and are relevant to all warranty and service agreements.

- Unless otherwise specified taxes, shipping and packing costs are not included in service prices.
- All services and repairs require an acknowledged purchased order or approved credit card prior to performance.
- Customer support on removing or installing components or assemblies may be required to facilitate more efficient service and support. In addition, some services may require software files or information before the issue can be resolved. These need to be provided by the customer.
- Standard services subject to change without notice.

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