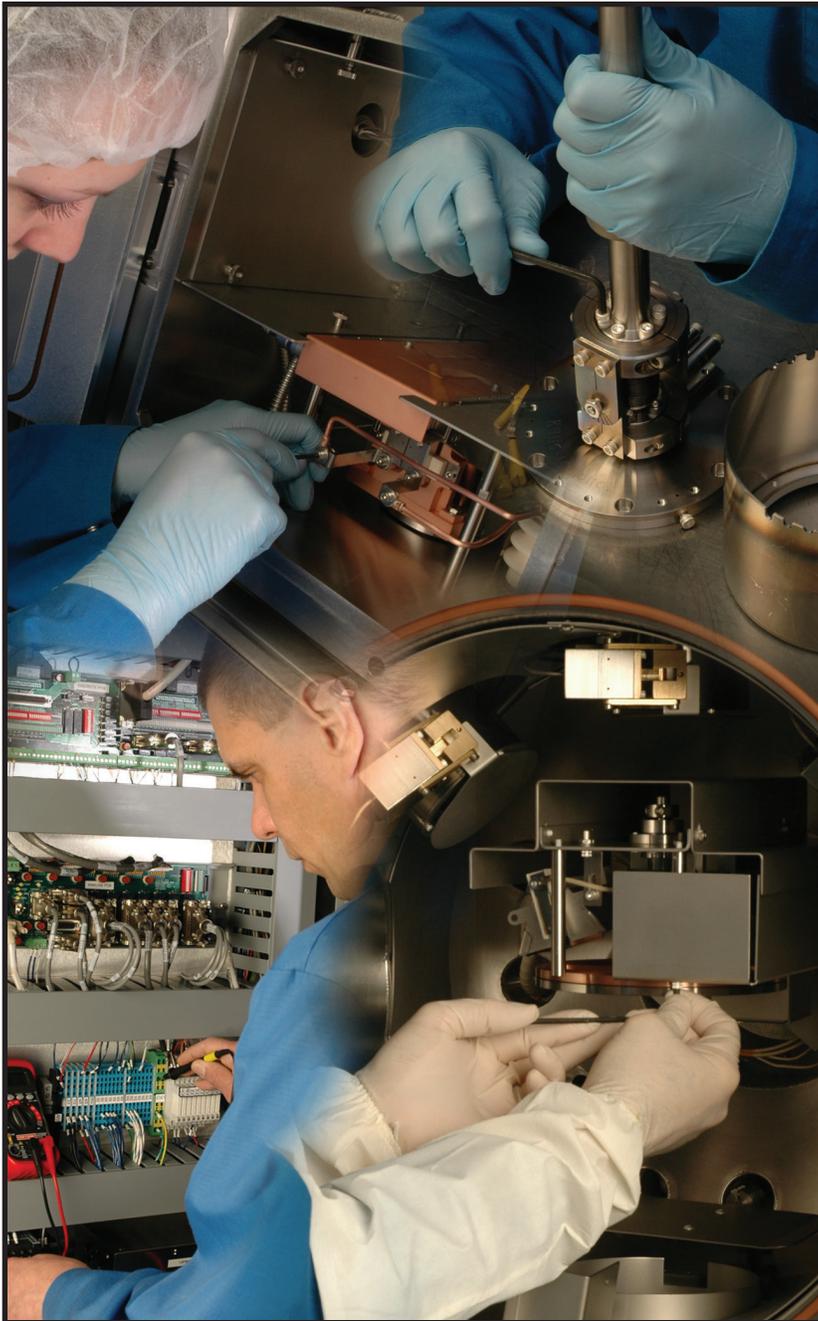


Service & Support

Standard Offerings



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
- 24/7 Technical Information
- Reliable Global Support
- Comprehensive Global Inventory
- Flexibility to Meet Our Customers' Needs
- Expert Staff

www.lesker.com

Global Service and Support - Process Equipment Division

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On-Site Service Visits

On-site service visits can be tailored to your specific needs and operating schedule. Service visits can be scheduled for preventative maintenance, training or troubleshooting.

Travel Time	\$100 per hour
Travel Expenses	Billed at actual cost
On-Site Service (hourly)	\$200 per hour
On-Site Service (daily)	\$1,600 per 8 hour day (\$250 / hour after 8 hours)
Preparation Fee	No Charge

In-house Services

Our PED in-house services include a wide range of capabilities, including the service and repair of linear rack & pinions, z-shift assemblies, MAPS power supplies, KJLC gauge controllers and heater stages.

Equipment Evaluation	\$250 (Waived if full service is purchased)
Service and Repair	\$150 per hour
Expedited Service	\$400
Weekday Phone Support	8:00 AM - 5:00 PM EST (\$125 per hour)
Weekend Phone Support	8:00 AM - 12:00 PM EST (\$250 per hour)

KJLC also offers PVD, ALD and R&D process support utilizing our lab facilities, including ellipsometry and film profilometry. Process and R&D support will be quoted upon request. Orbital welding capabilities of process gas lines are also available.

TORUS®

Our standard in-house evaluation and service for our comprehensive line of TORUS® magnetron sputtering products includes:

- Magnetic Field Measurement (before and after service)
- Resistance Check (before and after service)
- Replace Hardware (metal and insulator)
- Replace O-rings
- Replace Water Lines
- Component Cleaning
- Pressure Check
- Helium Leak Check
- Vacuum Packaging
- Test Cert Provided

Description	TORUS 1	TORUS 2	TORUS 3	TORUS 4
Standard Evaluation Fee <i>(no cathode operation)</i>	\$250 (Waived if full service is purchased)			
Process Evaluation Fee <i>(cathode operation)</i>	\$350 per hour			
Turnaround	2-3 days			
Rebuild Kit	\$350	\$375	\$400	\$450

Rebuild service for KJLC ion sources and UHV cathodes, standard linear cathodes and large production cathode are also available and can be quoted upon request. Older sources may require additional costs and a longer turn around.

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.

Kurt J. Lesker®
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