

Customer Support Service Contract Options

Your fab will benefit from having an on-site Field Service Engineer (FSE) who is intimately aware of the equipment, conditions, and processes in your fab. The FSE also has the ability to provide an escalation plan for tool issues with frontline access to process and technical support. You will also get guaranteed response times and the latest in training and product enhancement retrofits. A service plan reduces the time to diagnose issues in the event your tool goes down and it ensures optimal performance of your NAURA Akrion equipment.

Benefits of a Service Contract

- Peace of mind that the most knowledgeable person and support staff will be dedicated to the continued performance of your NAURA Akrion equipment.
- Single point of contact for all your needs concerning the operation of your serviced equipment.
- Support Service Plan Options are designed to meet your needs and range from having full time coverage—24 hours per day, seven days per week—to just weekend or monthly coverage. Regardless of which option you choose, you will get on-site coverage for routine and non-routine maintenance, the diagnosis of system problems and the development of corrective action plans (with collaboration of technical service), resolution of highly complex and unusual problems, assistance with the resolution of process issues utilizing our process engineering team in collaboration with your process engineers.

The following is a brief overview of the various programs we offer to meet your service needs.

- ❖ **24-hour, 7 days per week, On-Site Team of Field Service Engineers**
 - This team would be composed of a minimum of four on-site FSEs, each working a compressed 8-hour work shift.
- ❖ **12-hour, 7 days per week, On-Site Team of Field Service Engineers**
 - This team would be composed of two on-site FSEs, each working a compressed 12-hour work shift
- ❖ **10-hour, 5 days per week, On-Site Field Service Engineer**
 - One Field Service Engineer
- ❖ **8-hour, 5 days per week, On-Site Field Service Engineer**
 - One Field Service Engineer
- ❖ **10-Month on-site coverage**
 - Provides a dedicated Field Service Representative (FSE) to support your service and maintenance needs that are met by an 8 hour per day / 5 days per week basis, but would allow the FSE to be absent for 8 weeks during the year
- ❖ **One week and two-week on-site coverage**
 - One or two consecutive weeks, one Field Service Engineer (FSE), 8 hours per day
- ❖ **Weekend coverage**
 - This option is available for on-site contracts and guarantees that a FSE will be available during the weekend from 8 AM – 5 PM.
- ❖ **Pre-purchased Overtime Package**
 - For other than full time support (24-hour coverage), our FSE(s) will provide a two (2) hour response time via telephone and On-Site Field Support for scheduled and non-scheduled emergency maintenance within a six (6) hour period Monday – Friday, outside covered times.
- ❖ **Preventive Maintenance coverage**
 - Preventive Maintenance (PM) Support Program provides services of an FSE to perform the routine monthly, quarterly, semi-annual and annual preventive maintenance as detailed in the Maintenance Plan.

❖ **Peace of Mind coverage**

- Peace of Mind Coverage Program provides an economical solution for those customers who have trained maintenance personnel on-staff. This program allows us to assist your technicians and engineers on more complex issues.

❖ **Expanded Technical Support Package**

- Provides after hour Technical Support coverage for those customers who have trained maintenance personnel but who may lack the expertise of our equipment or OEM equipment.

❖ **Time and Materials Support**

- Provides emergency maintenance and repair support, technical support, process/applications support; engineering design, project management, installation services for relocations, support for off-hours; support for special projects (holiday shut-down & start-up), technical training, and routine maintenance and repair programs.

❖ **Extended Warranty coverage**

- Continues when the normal warranty expires, offering the same terms and conditions of the original warranty except there is a cap on the price of replacement parts. Includes on-call labor during normal working hours on business days.

❖ **Process Support program**

- Access to standard industry processes as well as custom processes. Access to recognized leaders in the field of semiconductor processing. Audit of your process with recommendations for throughput and yield performance.

❖ **Parts program**

- Includes all consumables necessary to perform PMs.
- To maximize parts availability, minimize repair time, and control costs, system spare parts are stocked centrally in each major region/continent in Direct Access Parts warehouses.

To discuss your specific service needs, please contact your Regional Customer Service Manager, [Contact Us](#) via our website—www.naura-akrion.com, or call us at 610-391-9200.