

SUPPORT

©iService™ – Flexible Support Agreements

Quality global support from Oxford Instruments



The Business of Science®



SUPPORT

Flexibility to meet customer needs

Tailored Service Contracts: Choose options that suit you

Oxford Instruments is committed to providing comprehensive, flexible and reliable global customer support.

As manufacturers of bespoke equipment, we recognise that our customers require equally personalised customer service to meet all their needs. Our broad customer base, from universities and laboratories, to 24/7 manufacturing, means that we design our services to suit each customer.

Our support contracts now incorporate a whole range of services, tailored to suit each individual customer. Our minimum requirement is that a contract should include one preventative visit per contract year.



Benefits of Oxford Instruments Support Contracts

- All contracts are based on an average 20% saving compared to OIPT standard time and materials rates
- Contracted customers benefit from an additional 5% saving on any spares, upgrades or training ordered throughout the duration of the contract
- Safeguards your investment: Ongoing, comprehensive support coverage helps to prolong and protect your valuable investment, and can reduce lifetime cost of ownership
- Additional savings can be made when customers purchase a 3 or 5 year contract
- Reduced downtime, as customers with Support Contracts receive priority
- Easier maintenance budget planning, as costs are already covered
- Knowledge that systems are being maintained by highly skilled OIPT Field Engineers



Take Your Pick

Just evaluate OIPT's Support Package offerings, choose the services you require by filling in the form on page 7, and then contact your local Support Office for a quotation, by phone, fax or email. If you have any requirements other than those on offer here, tell us about it and we may be able to add it to our Worldwide Customer Service and Support package.

Creating a package to suit you

Help Desk Support and Training

Help Desk Support

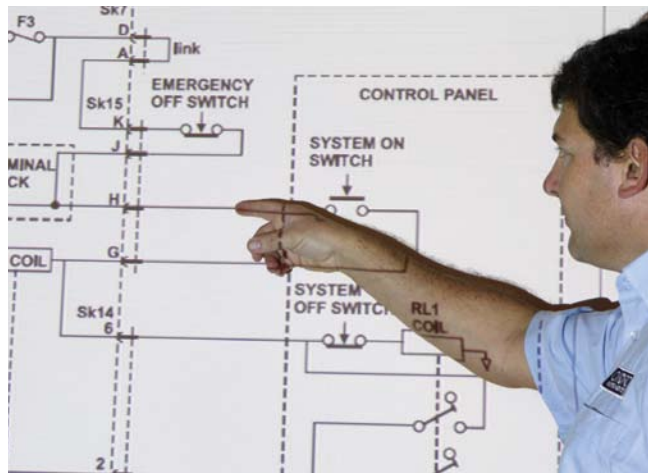
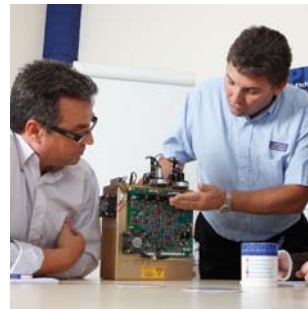
With over 30 years combined experience on all of our Systems, OIPT's Technical Support Help Desk team has wide and varied product knowledge. The team is available to answer phone or email requests – whether the help required is for a parts quotation, for operational assistance, or to arrange for a Service Engineer visit.

Our technical assistance offering varies from 'normal' office hours to 24/7 assistance, depending on the package chosen. Highest priority is given to those customers taking a customised support package.

Training

Regular Operator Maintenance training courses are available either at OIPT's head office in the UK or on-site.

Each course covers the maintenance and operation of the OIPT system, and participants should be qualified technicians and engineers with a thorough understanding of basic vacuum system technology and plasma systems. Contracted customers would have the benefit of purchasing such training courses at a discounted price.



Creating a package to suit you

Preventative Maintenance and Emergency Response Site Visits

Preventative Maintenance

Annual maintenance must be performed to maintain OIPT systems to the highest standard. This is carried out by a highly skilled OIPT Service Engineer, and can be scheduled to coincide with regular site maintenance periods. During maintenance the OIPT Engineer will carry out scheduled maintenance, replace common consumable parts, will make recommendations for any replacement of items that potentially could fail in the forthcoming year, and will carry out a system check to ensure that the system is achieving its specification.

Ensures
system
reliability



Emergency Response Site Visits

In the event that the OIPT system is not performing to its required standard, OIPT offers a range of options for site visits: from a guaranteed on-site response time of 5 working days, up to a guarantee of being on-site within 24 hours. The OIPT contract can either include a specified number of, or unlimited visits, depending upon the system application.

During the visit, the OIPT service engineer will perform a first line inspection to ascertain the fault, and will then investigate the cause with an aim to rectifying the situation, within an acceptable time frame.

Before departing from site the OIPT engineer will carry out a system check to ensure that the system is fully functional, and is performing to its specification. Any recommendations will be reported to the customer and to OIPT's Support department.



Creating a package to suit you

Spares and Repairs, Upgrades and Specialist Support

Spares & Repairs

OIPT has worldwide access to a vast quantity of spares. We offer a contract service of fast turnaround delivery times for purchased spares or refurbished units, therefore reducing down time. The majority of OIPT spares have been designed for simple installation by the end user.

If a system component is repairable, then OIPT can offer contracted customers access to various loan parts, while the repair is being undertaken.



Upgrades

OIPT strives to offer process improvements to customer systems, with the benefits of greater productivity, cost reduction or scientific advancements. Contracted customers would be able to purchase such upgrades at a discounted list price.

Specialist Support

OIPT offers experienced and highly qualified teams of specialists in Software and Process/Applications. The teams are available either to provide support remotely or on-site at our customer's facility.



Service – A global reach

Supporting you to get the right results



OI Service reaches our customers worldwide

○ Service Centre ● Parts Centre

Service Centres *

Europe & Middle East

Montevrain, France
 Wiesbaden, Germany
 Haifa, Israel
 St Petersburg, Russia
 Moscow, Russia
 Bristol, UK

Asia

Beijing, China
 Guangzhou, China

Shanghai, China
 Hong Kong
 New Delhi, India
 Mumbai, India
 Calcutta, India
 Bangalore, India
 Tokyo, Japan
 Kyungki-do, Korea
 Penang, Malaysia
 Singapore
 Taiwan County, Taiwan

USA

Arizona, USA
 Texas, USA
 San Francisco, CA, USA
 Concord, MA, USA

**Includes agents with OIPT trained engineers*

Parts Centres

Shanghai, China
 Taiwan County, Taiwan
 Bristol, UK
 Concord, MA, USA

**Oxford Instruments
 Plasma Technology**

For more information please email:
plasma@oxinst.com

UK

Yatton
 Tel: +44 (0) 1934 837000

Germany

Wiesbaden
 Tel: +49 (0) 6122 937 161

Japan

Tokyo
 Tel: +81 3 5245 3261

PR China

Beijing
 Tel: +86 10 6518 8160/1/2

Shanghai

Tel: +86 21 6132 9688

Singapore

Tel: +65 6337 6848

US, Canada & Latin America

Concord, MA
 TOLLFREE: +1 800 447 4717

visit www.oxford-instruments.com for more information

www.oxford-instruments.com

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Support contract request form

Product Offering: Please complete the form below and return it to your local Oxford Instruments Representative by fax, email, or post (full details on page 6)

Help desk technical support:	
Normal office hours: 08.00-17.00, Monday-Friday	
08.00-20.00, Monday - Friday	
24Hr support 7 days a week including Public Holidays	
Emergency response site visits (specify number of days to be included)	
Within 5 working days (Normal office hours: 08.00-17.00, Mon-Fri)	
Within 2 working days (Normal office hours: 08.00-17.00, Mon-Fri)	
Within 24 Hrs (Normal office hours: 08.00-17.00, Mon-Fri)	
Within 24Hrs/7 days a week (including Public Holidays)	
Unlimited number of response days	
Within 5 working days (Normal office hours: 08.00-17.00, Mon-Fri)	
Within 2 working days (Normal office hours: 08.00-17.00, Mon-Fri)	
Within 24 Hrs (Normal office hours: 08.00-17.00, Mon-Fri)	
Within 24Hrs/7 days a week (including Public Holidays)	
Annual Preventative Maintenance Visit	
Parts included	
Parts not included	
Software support	
On-Site repair of failed hard drive	
Ghost copy of Software held at OIPT	
Remote Diagnosis of system fault	
Automatic updates for system software (Hardware not included)	
Additional services	
Process consultation & improvement training: Plasma (UK & Europe)	
Process consultation – Ion Beam (UK and Europe only)	
System 100 & 133 Operating & maintenance training	
System 80 & 800 Operating & maintenance training	
Yearly calibration & leak test per system	
Extra copy of documentation – per set	
Expedite service for spares order	
Exchange units for key components	

Name Telephone number

Job title Fax number

Company Email address

Company address System type

..... System serial number

.....

Creating a support package to suit you

When to arrange your contract?

Contracts may be arranged at any time to suit you!

- During negotiations for new system orders
- At any time during the first seven years of a system's life
- Where the system is between seven and up to 15 years old, and the system recommendations have been implemented*
- Where the system is older than 15 years and the system has been upgraded to the latest standard and spare parts are still available*

* Site audit will be required for an assessment to be made, this will be chargeable but at a heavily discounted rate (waived if contract is purchased)

How to arrange your contract

All you need to do is complete the Support Contract Request form overleaf. Send it back to your local representative, by fax, email or post to our UK office, or if you prefer, call us to discuss your requirements and we can give you advice over the phone.

If you require any additional services that are not included on the form then please contact us and we will let you know if it is possible to incorporate them.



Oxford Instruments Plasma Technology

For more information please email:
plasma@oxinst.com

UK

Yatton, Bristol, UK BS49 4AP
Tel: +44 (0)1934 837000
Fax: +44 (0)1934 837001

Germany

Wiesbaden
Tel: +49 (0)6122 937 161
Fax: +49 (0)6122 937 175

Japan

Tokyo
Tel: +81 3 5245 3261
Fax: +81 3 5245 4472

PR China

Beijing
Tel: +86 10 6518 8160/1/2
Fax: +86 10 6518 8155

Shanghai
Tel: +86 21 6132 9688
Fax: +86 21 6360 8535

Singapore

Tel: +65 6337 6848
Fax: +65 6337 6286

US, Canada & Latin America

Concord, MA
TOLLFREE: +1 800 447 4717
Fax: +1 978 369 6616

www.oxford-instruments.com

visit www.oxford-instruments.com for more information

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