



Service support packages



We're with you
every step of
the way.

Performance and peace of mind, year after year

Oxford Instruments Plasma Technology collaborates with and supports industry and academic institutions worldwide, delivering market-leading technology and valuable expertise to help these organisations achieve their goals. Dedication and responsiveness is central to our service support philosophy, driving technological advancement and offering valuable solutions to deliver more good wafers per day at lower cost.

Our talented and experienced team of professionals bring deep technical insights and plasma processing know-how, enabling us to provide customised solutions that enhance productivity, efficiency, and performance, for high-value product lifecycles.

We go beyond delivering exceptional products. We provide a broad range of innovative support services to ensure the optimal performance and longevity of your systems. Our expert service engineers help maximise your system uptime and productivity, while our application and process specialists collaborate with you to fine-tune your workflows and guarantee consistent, high-quality outputs.

We're here to ensure your production and process development operates seamlessly and reliably, while supporting the rapid development and successful launch of your future technology roadmap. Our commitment is clear: to deliver innovative solutions and exceptional services, that help our customers stay ahead in a fast-moving technology landscape. We're dedicated to exceeding expectations, building lasting partnerships, and driving your continued success.

We're committed to being with you every step of the way to help optimise your system performance, maximise your system productivity, and extend your system's lifespan. We achieve these goals through a broad range of service support packages, on-demand technical training, software and hardware upgrades, spare parts, and our expert applications and process services.

Trudi Walker
Service and Quality Director,
Oxford Instruments Plasma Technology

Ensuring lifetime success



Remote service support
and tiered service
support options



Process and
Applications Support



Spare Parts



Hardware and Software
Upgrades

Service support package options

We offer tiered **Bronze**, **Silver**, and **Gold** packages for on-site support, as well as a package for remote support only, allowing our customers to choose the level of service that best suits their needs and budget. See the table below for a summary of our service support packages.

	Point of System Sale	Point of System Sale and Aftersales			
	Extended warranty	Remote support	● Bronze	● Silver	● Gold
Agreement duration	12 months ³	12 months	12 months	12 months	12 months ⁸
Technical support response	8 hours	16 hours	16 hours	8 hours	4 hours
Onsite response time	5 days ^{***}	–	–	5 days ^{***}	2 days ^{***}
Preventative maintenance (PM)	✓	PM kit Inc	✓	✓	✓
Parts	✓	10% discount ⁴	10% discount ⁴	10% discount ^{1,4}	10% discount ^{1,6}
Service labour	✓	10% discount	10% discount ⁷	1x repair visit ^{5,6} 10% discount	✓
Software*	✓	✓	✓	✓	✓
Training	10% discount ²	10% discount ²	10% discount ²	10% discount ²	10% discount ²
Process & application support**	✓	✓	✓	✓	✓
Upgrades	10% discount ⁴	10% discount ⁴	10% discount ⁴	10% discount ⁴	10% discount ⁴

1 Optional parts inclusive
2 Scheduled during contract period
3 Continuation after the standard warranty period
4 Purchased during contract period
5 Visit limited to 3 days labour
6 Parts included for scheduled visit only and excludes pumps, chillers and turbo pumps
7 Service credits available to purchase on Bronze agreement only subject to conditions
8 Gold purchased at PoS enhances the warranty period for response to 2 days for the total contract period (24 months)
* Software revisions included and updated with customer consent
** Process Solutions available to purchase
*** Onsite response time is best endeavour

Gold

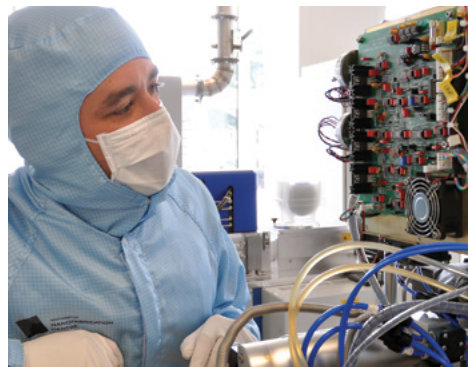
Our premium support package is designed to maximise system uptime, minimise downtime, and provide our most effective level of support. Primarily geared to production environments where system performance, uptime, and output are critical, we have designed this package to deliver the highest level of support to meet users' needs.

Bronze, silver, and gold

These are tiered on-site support packages that provide expert assistance at your facility. Our skilled and accredited engineers work with you to address any technical issues, perform preventative maintenance, and optimise your equipment for peak performance. With rapid response times and tailored solutions, these packages help maximise system uptime and keep your operations running smoothly.

Silver

Our mid-level package ensures your system receives an annual preventative maintenance routine from one of our expert field service engineers, with emergency support delivered rapidly within a pre-agreed timeframe. The Silver package balances cost and benefit, helping manage your budget and maximise system uptime, especially suitable in small-volume production and R&D environments.



Bronze

Our entry level package, delivering an annual preventative maintenance routine from one of our expert field service engineers. Bronze ensures your system performance is maintained and the risks of an unplanned system or part failure are minimised, whilst offering access to our technical specialists and UK-based world-class technical training facility.

Remote support

Our Remote only package unlocks access to our technical support services to get the expert help you need wherever you are. This option is ideal for customers who need access to our technical expertise whilst managing any call-outs, spares, and maintenance on an "as-needed" basis.

Using advanced tools such as Live Assist and TeamViewer, our technical support team can diagnose issues, guide you through troubleshooting, and provide software updates, all without needing to schedule an on-site visit. This is a convenient and efficient option that saves time, reduces costs, and allows your local technicians to quickly diagnose and resolve issues.

How we deliver customer service excellence

Our global footprint

We have a large network of strategically positioned regional service hubs, allowing us to deliver our best-in-class global customer support by leveraging local talent.

Our people

Our highly qualified, industry-leading, and accredited service engineers are here to provide the highest level of system expertise to give you the peace of mind you deserve.

Strategic service hubs

We place key parts at our regional service hubs and constantly monitor stock to ensure that parts are available, and we can respond quickly if a customer needs us.

Sustainability

We consistently develop our products and offer the latest processes and know-how to reduce the risk to the local and global environment

Our commitment is clear: to **deliver innovative solutions** and **exceptional services**, that **help our customers stay ahead** in a fast-moving technology landscape.



Oxford Instruments: the complete package

In addition to our service support packages, there are a range of additional solutions and resources available at your fingertips, helping you maximise your investment today as well as preparing you for tomorrow.

Technical Training

We operate a comprehensive technical training programme, with Levels 1 (Introductory), 2 (Intermediate), and 3 (Advanced) courses, along with bespoke software and specialist technical training modules, covering all our major product lines and skill levels.

Courses can be delivered from our brand new training suite, located at our state-of-the-art UK headquarters, at customer sites (utilising your own Oxford Instruments system), or remotely.

Process Solutions

With experience and expertise in supplying device process solutions to the global production and research markets, we have developed one of the strongest libraries of processes and capabilities in the world.

Our process solutions packages provide direct access to our team of applications experts and extensive recipe library, comprising more than 8,000 recipes across multiple platforms. Sharing our process and applications knowledge with our customer is instrumental in helping deliver the advanced and stable solutions required to maximise device performance.

Upgrades

Our hardware and software upgrades portfolio provide a wide range of features and benefits designed to optimise or enhance your system's capabilities, manage obsolescence, enhance your automation and control, as well as reducing your costs of ownership.

Spares

Our excellent-rated e-store is an easy-to-use platform that offers a wide range of spare parts for our systems and general consumables.

Our spares stores are situated in multiple, strategic locations across the world, allowing us to consistently deliver the right parts, at the right time, to and from the right locations.

Contact your regional service team:

For more information on our service support packages and other customer services, please contact your local service sales team:

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