

Oxford Instruments Plasma Technology

OXFORD
INSTRUMENTS

Need help looking after your equipment?

Here's how to get in touch:

UK:

Yatton

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Wiesbaden

Tel: +49 (0) 6122 937 162

Japan

Tokyo

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Tel: +886 3 5788686

US, Canada & Latin America

Concord, MA

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For more information please email:

plasmacs@oxinst.com

Plasma.oxinst.com

 **Extra** Support

OXFORD
INSTRUMENTS

Quality global support
from **Oxford Instruments**

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

Preventative Maintenance

Preventative maintenance (PM) is recommended to be performed annually to retain the high standard of performance from your Oxford Instruments system. If you want a PM plan only, take advantage of having a customised plan designed for your tool and your usage.

Preventative Maintenance Contract	
Customised Preventative Maintenance (PM) plan according to tool type and usage, minimum 1 per annum (incl. travel & living expenses)	✓
System test and validation post PM	✓
Discount on all spares on multi year contract	✓

Fully Customised Contract

For your full piece of mind a fully customised support contract is available. Customised contracts are designed to manage all your needs including provision of on-site service labour to run and manage your tools. For more details see below and contact us.

Fully Customised Contract			
Plasma Help Lightning - merged reality application	✓	Team Viewer support. Available within 4 hours	✓
Customised Preventative Maintenance (PM) plan according to tool type and usage. Minimum 1 per annum incl system test, validation post PM and chamber cleaning	✓	Replacement or repair of OI and OEM* parts plus provision of consumables**	✓
Guaranteed on-site response within 2 working days (incl. travel & living expenses)	✓	12, 24 or 36 month contracts available from expiration of warranty or contract start	✓
Log Viewer software	✓	Agreed spares stock held on customer site	✓
Training 20% discount	✓	Mean time to repair (MTTR) performance target and report***	✓
Helpdesk support. Available 24/7. Response time within 4h	✓	Up time performance target and report***	✓

General Notes:

- PM visit date to be agreed for a mutually agreeable date, depending on lead time for PM kits. The PM time depends on the specific tool type. Please contact your service liaison to discuss further details.
- System must be fully operational before a PM can take place. Should the system not be ready or the visit requires longer than the quoted time, then charges may apply. Subject to prior healthcheck.

Help Desk Support

If you already have engineering support on-site, you can always contact technical experts at Oxford Instruments for those issues that need further assistance. Make use of our remote connections and merged reality applications. If further support is necessary, help desk contracts give you the below benefits.

Help Desk Support	
12, 24 or 36 month contracts available from expiration of warranty	✓
10% discount on labour (incl. travel & living expenses)	✓
20% discount on spares	✓
Training 20% discount	✓
Helpdesk support. Normal office hours 0800 to 1700 Mon-Fri. Response time within 24h	✓
Team Viewer support. Available within 24 hours	✓
Plasma Help Lightning - merged reality application	✓

- *OEM parts include items such as pumps, generators, chillers, arms, elevators and non OIPT handlers, MFCs, PCs, end point detectors, gauges and VAT valves.
- **Consumables include items such as selected viewports, centering rings, gaskets, bearings, springs, thermal fluid, orings, filters & wafer clamping parts
- ***Contract specific

For more information please email:
plasmacs@oxinst.com