Delivering Maximum Performance

Oxford Instruments provides services for R&D start-up to fab expansion, from pilot lines to mass production. Whatever your needs we have a service package to ensure your system and lab or fab are operating at peak performance.

Investing in services to maximise uptime and minimise cost of ownership helps ensure clear budgeting and reduces unexpected costs. We offer a range of service and support options designed to meet our customers’ expectations.

Service Agreements
Our range of service agreements ensure our engineers will support you whenever you need us.

Self Sufficiency
The self-sufficiency packages give you the freedom to manage and maintain your systems using your own engineers – with a little help from us when you need it.

Service Support Options
We also offer our customers the option to purchase prepaid services through our service credits scheme.
Self Sufficiency

Self Sufficiency Package
If you want to take care of your equipment in-house, our self-sufficiency package gives you the in-depth training required to maintain uptime with access to help desk support, discounted spares and engineering time.

This package is suitable for Universities, Institutions and pilot R&D production who have engineering support on site but require maintenance training for Engineering teams.

Self Sufficiency Plus
The Plus package has all the features of Self Sufficiency enhanced with additional training services, fast help desk access and a number of guaranteed onsite visits from our highly experienced field service engineers. Software assurance is also included in the Self Sufficiency Plus Package.
Support Agreements

Our Service Support Agreements provide access to our expert help desks, field service engineers and spare parts to ensure that uptime, cost of ownership and productivity stay at an optimal level if you don’t have in-house engineering support.

Priority Support

The Priority support package gives peace of mind at minimal investment knowing that access to the help desk and a number of engineer visits within 5 days can be accessed.

This package is suitable for customers who require access to our helpdesk and limited on site support with the option of including spare parts. Customers with single chamber products such as Ion Beam, PlasmaPro 100 etch and deposition tools typically purchase this agreement. This service agreement will follow on from your warranty period and will ensure continued optimal performance of your tool. Investing in this package provides piece of mind that access to Oxford Instruments is readily on hand.

Production Critical

Offering unlimited access to our helpdesk and field service engineers, the Production Critical package is for those who require a higher level of guaranteed support for a greater level of uptime with the option of including spare parts. Customers with PlasmaPro single chamber and multi-chamber clusters typically purchase this agreement. This service agreement automatically enhances the warranty period to the same production critical response times.
## Feature comparison

<table>
<thead>
<tr>
<th>Feature</th>
<th>Self Sufficiency Support</th>
<th>Service Support Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Self Sufficiency Support</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Package</strong></td>
<td>Self Sufficiency Plus Package</td>
<td><strong>Priority Support Package</strong></td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>12 months from end of warranty period</td>
<td>24 months from acceptance or 90 days from delivery</td>
</tr>
<tr>
<td><strong>Warranty enhancement</strong></td>
<td>—</td>
<td>warranty upgraded</td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td>1 credit</td>
<td>2 credits</td>
</tr>
<tr>
<td><strong>Technical Help Desk opening hours</strong></td>
<td></td>
<td>Normal office hours 08.00 to 17.00 Monday–Friday</td>
</tr>
<tr>
<td><strong>Technical Help Desk min. response time</strong></td>
<td>24 hours</td>
<td>4 hours</td>
</tr>
<tr>
<td><strong>Engineer site visits</strong></td>
<td>10% discount for engineer site visit</td>
<td>Maximum of 2 visits. Engineer prioritised onsite within 2 Oxford Instruments working days</td>
</tr>
<tr>
<td><strong>Preventative Maintenance</strong></td>
<td>—</td>
<td></td>
</tr>
<tr>
<td><strong>Parts (not including consumables)</strong></td>
<td>—</td>
<td>Optional: Yes or No</td>
</tr>
<tr>
<td><strong>Discount on all spares</strong></td>
<td>10% discount</td>
<td>15% discount</td>
</tr>
<tr>
<td><strong>Software Help Desk (bug fix)</strong></td>
<td>10% discount</td>
<td>Normal office hours 08.00 to 17.00 Monday–Friday</td>
</tr>
<tr>
<td><strong>Software Help Desk min. response time</strong></td>
<td>—</td>
<td>4 hours</td>
</tr>
<tr>
<td><strong>Software Assurance Agreement</strong></td>
<td>10% discount</td>
<td>Minimum once per annum feature release</td>
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</tbody>
</table>
Service Support options

Software Assurance
The Software Assurance Agreement covers the system control software and in addition to giving access to the software help desk beyond warranty, provides peace of mind knowing you have access to all the latest software releases.

Preventative Maintenance (PM)
PM should be performed annually to retain the optimum performance from your Oxford Instruments system. Take advantage of having a bespoke plan designed for your system and your usage. Regularly scheduled maintenance can identify potential problems before they occur and enables cost management to avoid the risk and expense associated with unplanned downtime.

TeamViewer
Using our remote diagnostic support allows our engineers remote access to your tools. Technical support can be provided quickly and easily from our global service desks, and issues or faults diagnosed or potentially resolved more accurately, helping us to help you!

Service Credits
Service Credits can be purchased at any time offering the security of knowing that they can be used a number of ways to maintain your system. Service Credits can be exchanged for engineer visits, training, PMs, spares parts, upgrades and software assurance agreements. Bonus credits are available based on minimum order value.

Email:
plasma@oxinst.com

Phone:
UK, Yatton
+44 (0) 1934 837000

Germany, Wiesbaden
+49 (0) 6122 937 161

India, Mumbai
+91 22 4253 5100

Japan, Tokyo
+81 3 5245 3261

PR China:
- Beijing
  +86 10 6518 8160/1/2
- Shanghai
  +86 21 6132 9688

Singapore
+65 6337 6848

Taiwan
+886 3 5788696

US, Canada & Latin America
Concord, MA
TOLLFREE: +1 800 447 4717

visit plasma.oxinst.com