

Customer Service

Global Knowledge, Local Support



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 Support Options

We also offer our customers the option to purchase prepaid services through our service credits scheme.

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.

Support Agreements

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

Remote Support

Flexibility to maintain the performance of your systems with our remote support service.



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.



Support Agreements



Remote Support

This package is designed specifically for customers that maintain their own equipment, using their own on-site technical team, and includes invaluable support provided remotely by Oxford Instruments Plasma Technology's highly-skilled technical experts.

The Remote Support agreement allows customers to continually optimize system performance. You benefit from direct access to our technical expertise through innovative platforms such as TeamViewer and Live Assist during the usual business hours of 08:00 – 17:00 Monday to Friday.

Remote Support includes: a toolkit (including RealWear smart glasses, common service toolkit, iPad, Wi-Fi adaptor, fault finding aids – full toolkit list available on request); one preventative maintenance (PM) kit, with our engineer providing remote support to complete the PM; Repair parts identified while troubleshooting remotely; 10% discount on future services including spares, consumables, and upgrades.

Feature comparison

	Remote Support	Self Sufficiency Support		Service Support Agreements	
		Self Sufficiency Package	Self Sufficiency Plus Package	Priority Support Package	Production Critical Package
Duration	12-36 months	12 months from end of warranty period	24 months from acceptance or 90 days from delivery	12 months from end of warranty period	24 months from acceptance or 90 days from delivery
Warranty enhancement	—	—	Warranty upgraded	—	Warranty upgraded
Training	—	1 credit	2 credits	—	2 credits
Technical Help Desk opening hours	Normal office hours 08.00 to 17.00 Monday–Friday				
Technical Help Desk min. response time	Within 48 hours	24 hours	4 hours	24 hours	4 hours
Engineer site visits	Remote support Toolkit sent in advanced of PM	10% discount for engineer site visit	Maximum of 2 visits. Engineer prioritised onsite within 2 Oxford Instruments working days	Maximum of 2 visits. Engineer prioritised onsite within 5 days 10% discount for further engineer visits	Unlimited visits. Engineer prioritised onsite within 2 Oxford Instruments working days
Preventative Maintenance	1 PM Kit / module with dedicated engineer connected remotely included	✓			
Parts (not including consumables)	—	—	Optional Yes or No		
Discount on all spares	10% discount	10% discount	15% discount	10% discount	15% discount
Software Help Desk (bug fix)	10% discount	10% discount	Normal office hours 08.00 to 17.00 Monday–Friday		
Software Help Desk min. response time	—	—	4 hours	24 hours	4 hours
Software Assurance Agreement	10% discount	10% discount	Minimum once per annum feature release	10% discount	Minimum once per annum feature release

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)

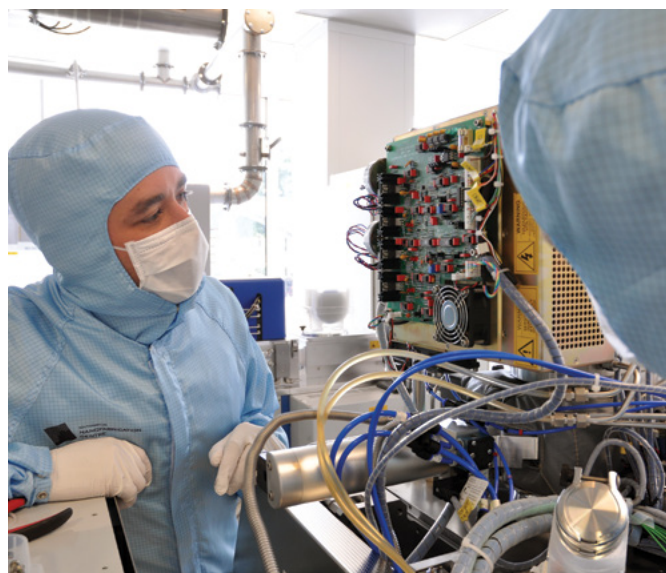
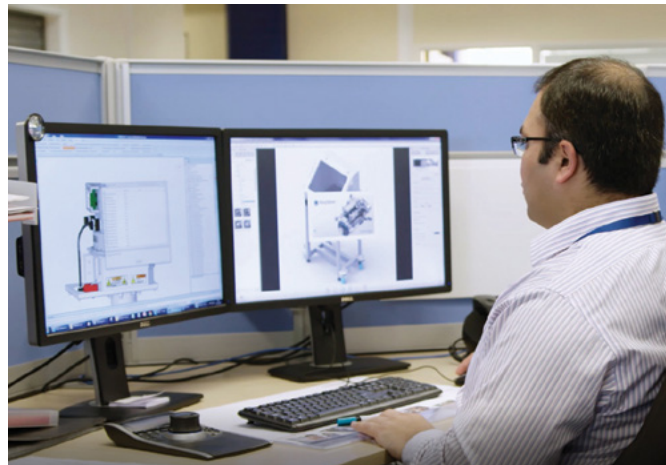
PM should be performed annually to retain the optimum performance from your Oxford Instruments system. Take advantage of having a bespoke plan designed for your system and your usage. Regularly scheduled maintenance can identify potential problems before they occur and enables cost management to avoid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



Worldwide Service

For further information please contact your local Oxford Instruments Plasma Technology office.

Oxford Instruments is committed to supporting our customers' success. We recognise that this requires world class products complemented by world class support. Our global service force is backed by regional offices, offering rapid support wherever you are in the world.

We can provide:

- Flexible service agreements to meet your needs
- Tailored system training courses
- System upgrades and refurbishments
- Immediate access to genuine spare parts and accessories



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