

Service Options

Choose from our different levels of service:

Warranty Options:

- Standard Warranty
- Comprehensive Care Warranty
- Total Care Warranty

Support Contracts:

- Multi Year Standard
- Multi Year Comprehensive Care
- Multi Year Total Care

Additional Support:

- Fully Customised Support Pack
- Helpdesk Support Contract
- Preventative Maintenance Visit Contract



For detailed information please email:
plasmacs@oxinst.com

Oxford Instruments Plasma Technology

OXFORD
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Need help looking after
your equipment?

Here's how to get in touch:

UK:
Yatton
Tel: +44 (0) 1934 837 070

Germany
Wiesbaden
Tel: +49 (0) 6122 937 162

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

Taiwan
Tel: +886 3 5788686

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

For more information please email:
plasmacs@oxinst.com

Plasma.oxinst.com

 **i Support** Portfolio

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Quality global support
from **Oxford Instruments**

Global service capability from Oxford Instruments

Oxford Instruments is committed to providing comprehensive, flexible & reliable global customer support. We offer excellent quality service throughout the life of the tool.

- **Remote diagnostics software provides quick & easy fault diagnosis & resolution**
- **Support contracts are available to suit the budget & situation**
- **Global spares in strategic locations for quick response**
- **Global service engineers provide preventative maintenance service & support**
- **A wide range of upgrades, for process improvements, greater productivity & reduced cost of ownership of your tool are available**

What can Oxford Instruments do for you?

Get connected via Team Viewer. Using our remote diagnostic support, our engineers can access your tool remotely to provide quick analysis & fix of your tool & much more.

- **Reduced down time, increasing tool utilisation & throughput**
- **Cost effective, saving you money**
- **Environmentally friendly footprint – less travel**
- **Secure, powerful software provides real-time connectivity**
- **Remote factory pre-acceptance, saving time and money**
- **Remote training increasing your team's tool familiarisation & capability**
- **Ongoing remote operation provides tool usage flexibility & increased capacity**

Expertise & spare parts to support you in the field

We have a global team of experienced & highly trained service engineers ready to offer rapid support to suit your needs. With critical spares held in strategic global locations, we can get spares to you quickly.

- **Preventative maintenance**
- **A fast-replace exchange service**
- **Wide range of upgrades & comprehensive refurbishment offers**
 - Process improvements to expand your tool capability
 - Greater productivity through enhanced functionality
- **Dedicated training facilities**
 - Comprehensive programme of user maintenance and process courses
- **State of the art, merged reality software**
 - Real-time two-way screen share
 - Increased up-time for the tool

“Protection for your product, peace of mind for you”