

Oxford Instruments Plasma Technology

OXFORD
INSTRUMENTS

**Need help looking after your
equipment?**

Here is 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

www.oxinst.com/plasma



**Support
Contracts**

OXFORD
INSTRUMENTS

**Quality global support
from Oxford Instruments**

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

	Standard Care Contract	Comprehensive Care Contract	Total Care Contract
12, 24 or 36 month contract available from expiration of warranty	✓	✓	✓
Helpdesk and Team Viewer support***	Normal office hours 0800 to 1700 Mon-Fri. Response time within 24h ¹	Extended office hours 0800 to 2200 Mon-Fri. Response time within 4h ¹	Available 24/7. Response time within 4h ¹
Replacement or repair of Oxford Instruments and Original Equipment Manufacturer (OEM) parts ²	OI parts only plus 10% discount on OEM part	OI and OEM parts	OI and OEM parts plus provision of consumables**
Log Viewer software (only available on X20)	✓	✓	✓
Training/Upgrades/Spares	5% discount	10% discount	15% discount
Engineer response to site (travel & expenses incl.)	Based on availability	Guaranteed within 5 working days	Guaranteed within 2 working days
Spare parts supply ³	Based on availability	Agreed critical spares within 5 working days	Agreed critical spares within 2 working days
Annual planned preventative maintenance (PM) visit including PM kit, system test and validation post PM	✓	✓	Customised Preventative Maintenance (PM) and chamber cleaning plan according to tool type and usage.
Plasma Help Lightning – merged reality application		✓	✓
Mean time to repair (MTTR) performance target and report*			✓
Uptime performance target and report*			✓

General Notes:

Software bug fixes are included.

***Team Viewer Support requires remote customer access and loaded software.

**Consumables include items such as selected viewports, centering rings, gaskets, bearings, springs, thermal fluid, orings, filters & wafer clamping parts

*Contract specific

1 Excludes national holidays. OIPT working days

2 Within standard operating conditions and agreed usage plan. Please refer to FIS. OEM parts include items such as pumps, generators, chillers, arms, elevators and non OIPT handlers, MFCs, PCs, end point detectors, gauges and VAT valves.

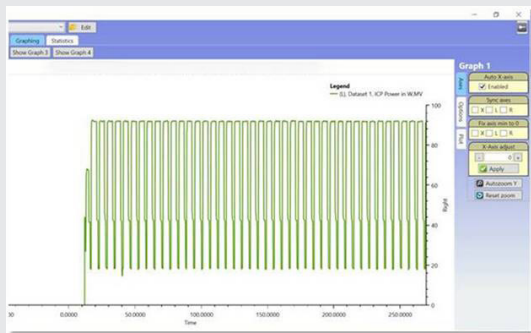
3 Subject to regional location, transport routes and export requirements. Delivery of parts into high risk countries can not be guaranteed.



TeamViewer is a software that allows us remote access to your system.

Benefits:

- Quick response
- Online engineer support
- Reduced down time



LogViewer is a new datalogging software that allows real time graphing and post run analysis

Benefits:

- Real time graphing of all process parameters
- Multi-step recipes
- Visual representation of whether the recipe is running as expected
- Comparison with previous run database

For more information please email: plasmacs@oxinst.com