

# Customer Care Program

Maintenance and Service packages  
for your vacuum equipment  
Comprehensive and just-in-time

# The Customer Care Program

## Services: Fast, competent and customer-oriented.

Oerlikon Leybold Vacuum offers as a leading manufacturer of vacuum components and system solutions a full line of products for almost any application.

High-quality products are added with our comprehensive after sales service, a worldwide service network and an internationally unified quality standard.

Whether you manufacture for your local or the global market - we supply the support regarding all vacuum engineering questions.

Fast, competent and customer-oriented.



### High requirements - comprehensive service

Over 1500 experienced staff of our closely woven worldwide network are prepared to forward tailor-made solutions rapidly and flexible covering maintenance and support for your vacuum equipment.

Besides our expertise we are offering a service across brands - more than 5000 original spare parts ensure minimum downtimes and help you to fulfil demanding production schedules.

Decontamination and calibration of measuring systems in our DKD certified laboratory render our spectrum of services complete.

### Quality and Flexibility - inter-branding

Oerlikon Leybold Vacuum offers besides the repair of its own vacuum components professional repairs of products from other brands.

We shall be pleased in providing advice about our inter-branding services.

### Application know-how - cross-functional

As a long-term system vendor for customized vacuum solutions in a multitude of applications we also offer the services for the following markets:

- Refrigerating and air-conditioning
- Automotive industry
- Foodstuff industry
- Freeze drying
- Furnaces and metallurgy
- Industrial coating
- Lamps and illumination

- Medical technology
- Packaging
- General industrial applications
- Semiconductor processes
- Data storage
- TV tubes and flat screens
- Research and development (from large-scale research facilities to laboratory equipment)

and many more.

# Tailor-made servicing packages for your vacuum technology

## Carefree Service Packages



### The Customer Care program comprises:

Service packages and scope of supply	Package:	Silver	Gold	Platinum
Parts		✓	✓	✓
Training		✓	✓	✓
Maintenance and repair			✓	✓
On-site presence				✓

Examples for just-in-time solutions in the CCP scope: Named experienced service technician for on-site visits and phone support, training for maintenance and repair, consignment stock (consumables and spare parts on-site), repairs, pool of replacement pumps on-site, pump maintenance and servicing on-site, preferential prices for spare parts and services, product upgrades and replacement pumps, installations, 24 x 7 emergency assignments on-site with a defined response time, etc.

In order to maintain productivity and performance of your vacuum components and systems, Oerlikon Leybold Vacuum offers custom carefree packages.

The Customer Care Program (CCP) has been designed as a comprehensive and, if necessary, global solution for your service requirements covering the area of vacuum engineering and offers on-site support or support through the Oerlikon Leybold Vacuum service workshops.

Starting from the installed base of vacuum components, the maintenance requirements dependent on the application as well as production requirements, you may select between standard or tailor-made service packages.

Depending on the specific requirements, silver, gold or platinum packages can be selected which contribute towards optimizing the performance of your entire vacuum system.

### Audit and documentation

A first step is a vacuum audit during which the components of the existing system are listed with all details, typical maintenance requirements etc.

Thereafter the customer will receive as documentation a report which is free of charge and not binding regarding our suggestions for a solution.

In the dialogue with the user we then define the optimum solution in consideration of your requirements.

This offer does not only apply to vacuum components and systems made by Oerlikon Leybold Vacuum but also to the products of other manufacturers.

### Everything from a single source - efficient and cost effective

The Customer Care Program (CCP) offers the following benefits:

- Reduction of costs for maintenance and repair work as well as minimizing downtimes
- Optimization of the performance and process behaviour of vacuum pumps
- Maximizing product service life owing to preventive maintenance, on-site support and staff training

- Simplification of the logistics for parts and pumps
- Simplification of budgeting due to the active and scheduled approach for maintenance and servicing
- Maintenance and service from a single source - also for vacuum components of other brands

# Workshop Service and After Sales Service

At your disposal all over the world.

## How to reach us



When you need a workshop repair or our after sales service you can reach us simply by dialling:

**+800 2 539 26 53** (in the landline telephone european network)

Our staff is prepared for comprehensive consulting and will define together with you the details of the service you require.

### - Workshop repair

Please include with your returning vacuum component under all circumstances a filled-in Declaration of Contamination.

We will then take care of everything else within the agreed time span.

### - After sales service

At the agreed time our service technician will come for the arranged work to your full satisfaction.

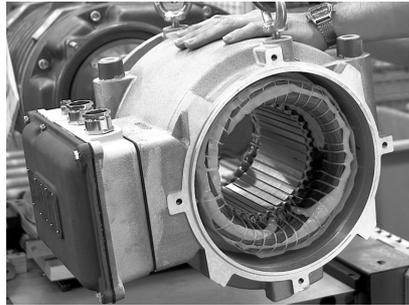
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## Scope of Services



The Oerlikon Leybold Vacuum workshop service comprises:

- Extended warranty
- Replacement or spare pump
- Training
- Repair of all brands
- Decontamination
- Waste disposal and scrapping

Our on-site after sales service offers the following within the scope of the Customer Care program:

- Installation of new pumps including instructions relating to operation and maintenance
- Pump repairs
- Training
- Pump replacements
- Parts supplies / consignment

## Service Centres



Oerlikon Leybold Vacuum maintains throughout the world 30 service centres and support bases in order to ensure the shortest possible door-to-door time for pump repairs:

- Germany: Cologne, Dresden, Berlin, Hamburg, Hanau, Karlsruhe, Stuttgart, Munich, Nuremberg
- BeNeLux: Zaventem (B), Utrecht (NL)
- France: Orsay, Valence
- Great Britain: London
- India: Pune
- Italy: Aquasparta, Milano
- Japan: Tsukuba
- Korea: Choongchung-Namdo
- P.R. China: Shanghai, Tianjin, Guangzhou
- Singapore: Singapore
- Switzerland: Zurich
- Sweden: Göteborg
- Spain: Barcelona
- Taiwan: Hsin-Chu
- USA: Export

and several qualified agents working all over the world.

One of our service centres is surely close by - regardless where you are located.