

MKS SPECTRA-PHYSICS® SERVICE CERTIFIED PRODUCT SUPPORT AND EXPERTISE





MKS SPECTRA-PHYSICS® ASSURANCE GUARANTEE

- REPAIR & REFURBISHMENT SERVICES
- FIELD & TECHNICAL PRODUCT SUPPORT
- FIELD SERVICE SUPPORT AGREEMENTS

MKS offers a variety of comprehensive service programs for our Spectra-Physics Mai Tai® and InSight® laser systems. To address the unique requirements of our customers, we have developed a tiered service model, ranging from full on-site coverage to full service coverage including travel. We also offer flexible service packages, which provide additional assurance against unforeseen service issues. This approach is part of our ongoing effort to meet the needs of every customer.

MKS offers the following full coverage service programs:

- Platinum On-Site
- Gold On-Site
- Preventative Maintenance (PM) On Site-Visit

Full coverage programs include the following:

- Priority service
- Competitive response time
- Remote access capability
- Assurance Care replacement laser program
- Unlimited service calls for the duration of coverage
- Original Spectra Physics parts
- Additional accessories, optics, and electronic components
- Travel and Labor
- The most experienced, most highly qualified service engineers in the laser industry

For Platinum service, one preventive maintenance visit per year and remote diagnostics are included.



MKS Global Service Locations Spectra-Physics



For more information, please visit:
www.spectra-physics.com
www.mksinst.com

WHY MKS?

CRITICAL TECHNOLOGIES

World-class technology and development capabilities for leading-edge processes



PROVEN PARTNER

Recognized leader delivering innovative, reliable solutions for our customers' most complex problems



OPERATIONAL EXCELLENCE

Consistent execution across all aspects of our business



COMPREHENSIVE PORTFOLIO

Largest breadth of product and service solutions for the markets we serve



MKS Instruments, Inc.
 Corporate Headquarters
 2 Tech Drive Suite 201
 Andover, MA 01810
 Tel:(978) 645-5500
 Tel:(800) 227-8766 (in USA)
 www.mksinst.com

Spectra-Physics, Inc.
 1565 Barber Lane
 Milpitas, CA 95035
 Tel:(408) 980-4300
 Tel:(800) 456-2552 (in USA)
 Fax:(408) 980-6923
 Email: service@spectra-physics.com
 www.spectra-physic.com

Spectra-Physics is a brand within the MKS Instruments Light & Motion division. The Spectra-Physics product portfolio consists of a broad spectrum of lasers for precision industrial and scientific research applications. Spectra-Physics products combine groundbreaking laser technologies with deep applications expertise to deliver disruptive performance and lower total cost of ownership. From the manufacturing floor and semiconductor fab to the research laboratory, Spectra-Physics lasers enhance our customers' capabilities and productivity in the semiconductor, industrial technologies, life and health sciences, and research markets.

For more information, visit
www.spectra-physics.com
www.mksinst.com

BR-092002_03/21_Assurance_Guarantee, © 2021 MKS Instruments, Inc. Specifications are subject to change without notice. Spectra-Physics®, InSight® and Mai Tai® are registered trademarks, and X3+™ and mksinst™ are trademarks of MKS Instruments, Inc. or a subsidiary of MKS Instruments, Inc. MKS products provided subject to the US Export Regulations. Diversion or transfer contrary to US law is prohibited.

