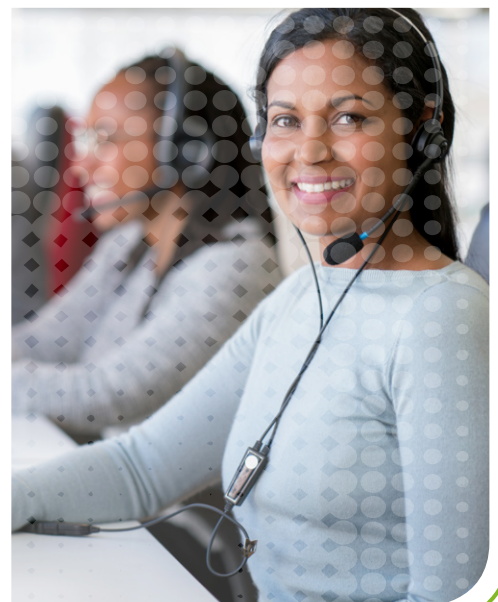
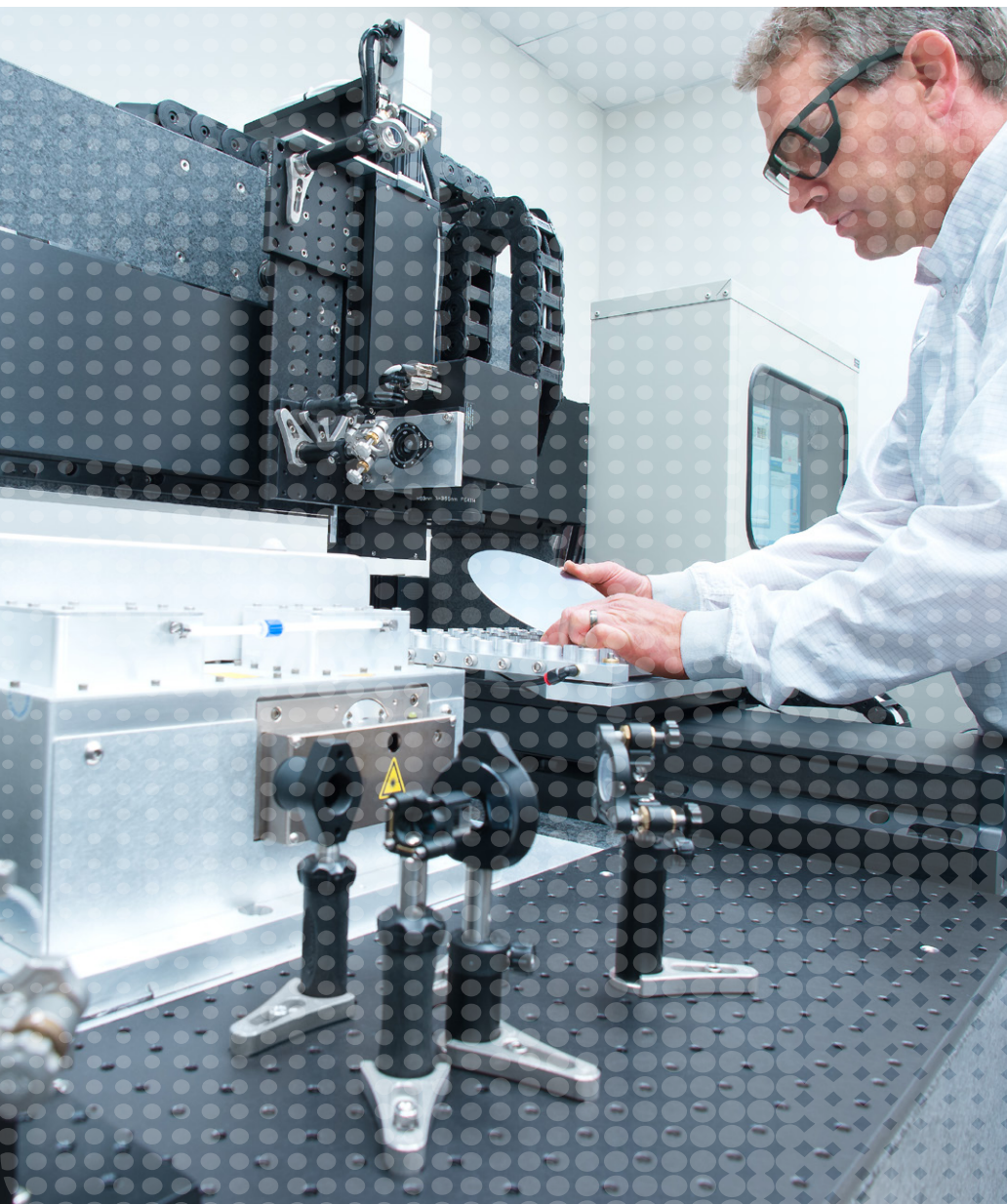


## MKS SPECTRA-PHYSICS® SERVICE CERTIFIED PRODUCT SUPPORT AND EXPERTISE





## MKS SPECTRA-PHYSICS® INDUSTRIAL LASER CARE

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

MKS' Spectra-Physics laser portfolio provides precision laser technologies to customers working on advanced scientific and industrial applications. At every stage of your experimental process, MKS will deliver industry-leading service and support to ensure optimal productivity. Our Customer Service Representatives average more than 15 years of experience in the industry. They are committed to providing customers fast and effective information to resolve the issue.

When Technical Support is required, users can speak with our in-house Technical Service Engineers. They have decades of industry experience and superior technical expertise to address a wide range of potential issues. When on-site service is needed, our highly-skilled Field Service Engineers can resolve issues in your facility. With an average of almost 20 years of service experience our Global Field Service Group is ready to support you.

### Services Available

#### Customer Service Representatives

7:00 am to 4:00 pm Pacific Time. Speak to a live, highly-experienced customer service representative to answer any of your questions.

#### Remote Access Capabilities

Many of our Spectra-Physics laser systems can be serviced using remote access. Please contact our service team for more details.

#### Datalog Capture and Review

Most MKS Spectra-Physics lasers have built-in datalog capability which stores a range of operating parameters in a file that can be captured and analyzed offline by the service team. This service reduces diagnostic and troubleshooting time and leads to faster root cause identification and resolution.

#### Technical Support Engineers

With an average of almost 20 years of field service experience, our field service group and internal technical support engineers can solve many issues over the phone.

#### Field Service Engineers

When a visit is necessary to service your system, MKS has the industry's most experienced, field-deployed service team ready to come to your site and bring your issue a swift resolution.

#### Product Specialists

Our product specialists are dedicated engineers who are assigned a product line and work directly with the engineering teams for in-depth training and understanding of the product. The specialist is available to the field service and technical support teams to address the most complex problems and provide updated training and field service bulletins with product updates.

#### Regional inventory

Regardless of your location MKS Spectra-Physics has inventory throughout the world. Contact your office for parts order processing.





## Services Available (continued)

### OEM Laser Refurbishment Programs

MKS offers a variety of laser refurbishment programs for industrial lasers to restore a failed laser back to the original equipment operating specifications. Customers can contact their local customer service representative for full details and to arrange a Return Material Authorization tracking number to return their failed unit for this service.

### New Life

MKS will fully inspect the laser and will replace components needed to restore the unit to the original operating specifications, AND with warranty coverage.

### New Life Complete

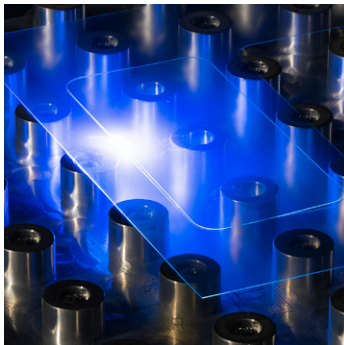
MKS expands on the New Life service with the complete refurbishment including diode replacement in addition to the other components replaced as part of the regular New Life refurbishment.

### New Life Now

MKS offers for select laser models units that have already been refurbished to meet original operating specifications and have those available when in inventory to customers. The local customer service representative can advise of current availability for this service.

### Extended Warranty Programs

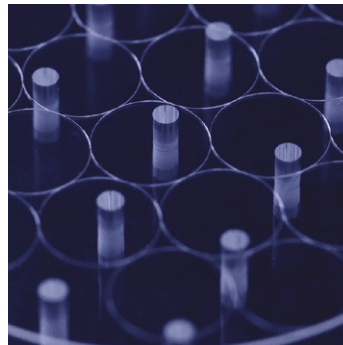
MKS offer extended warranty programs for select laser models.



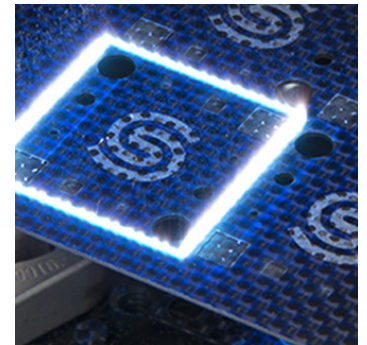
**OLED**



**Wafer**



**Sapphire**



**CFRP**



## MKS GLOBAL SERVICE LOCATIONS Spectra-Physics



For more information, please visit:  
[www.spectra-physics.com](http://www.spectra-physics.com)  
[www.mksinst.com](http://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



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[www.spectra-physics.com](http://www.spectra-physics.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](http://www.spectra-physics.com)  
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