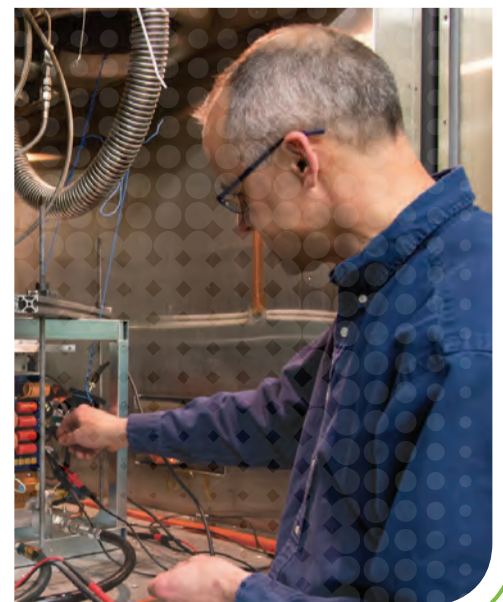
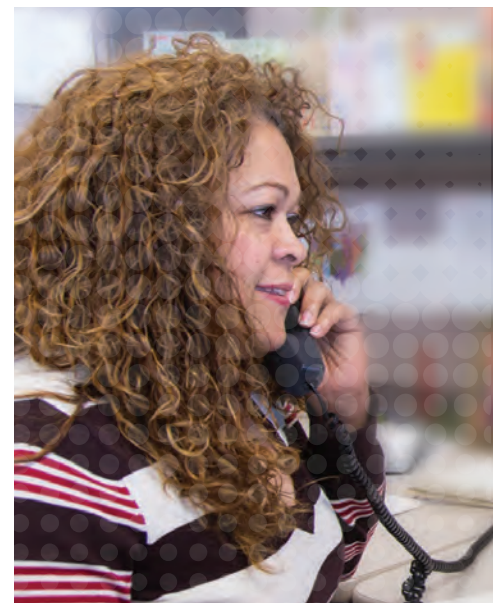


# MKS GLOBAL SERVICE CERTIFIED SERVICE AND EXPERTISE VACUUM SOLUTIONS PRODUCTS





## VACUUM SOLUTIONS SERVICE AND SUPPORT

- REPAIR, REFURBISHMENT & TRADE-INS
- EXTENDED WARRANTY PROGRAM
- FIELD & TECHNICAL SUPPORT
- SITE-WIDE SUPPORT AGREEMENTS

At MKS, we believe in enabling technologies that transform our world. Our long history has embraced leveraging our collective curiosity to solve the technology challenges of today and tomorrow. We understand change only happens through collaboration, within our organization and with you, our valued customer.

We believe in increasing productivity and enhancing equipment uptime while maximizing your total cost of ownership dollars through our service programs. Our superior responsiveness to our customers, best in class onsite customer support, and MKS trained technicians will make us your chosen worldwide service partner. Our high-quality repair process includes MKS factory approved materials and testing to our manufacturing specifications, ensuring optimum performance throughout the product life cycle. We believe your success is our success.

The MKS Certified Service Program is designed to maximize your productivity and support your success. Benefits of this program consist of:

- MKS product schematics and support documentation
- MKS factory approved parts
- Tested to MKS manufacturing specifications
- Access to MKS engineers and technical resources to ensure product performance aligns with your application requirements
- Fast on-site support, startup and commissioning
- Customer tailored service contacts
- Global Service Centers in North America, Europe and APAC
- >500 service employees worldwide

### REPAIR, REFURBISHMENT & TRADE-INS

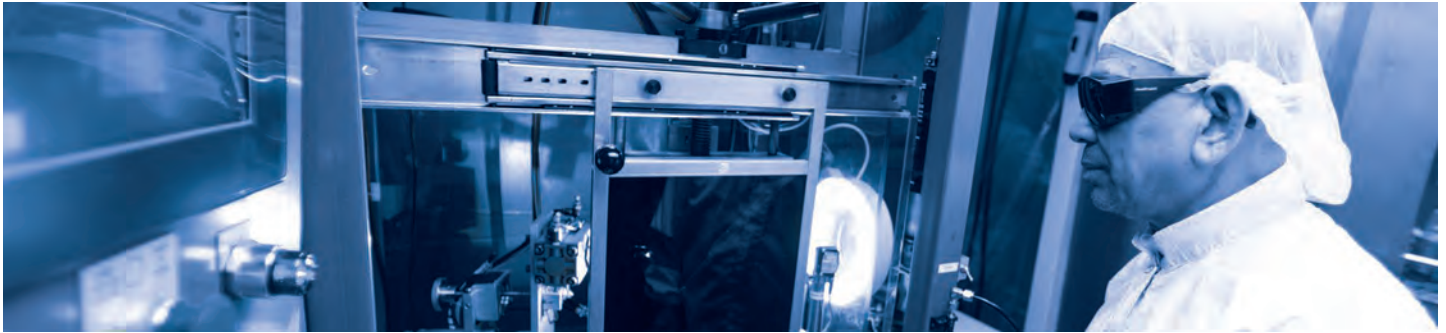
#### Fixed Price Repair Program (FPR)

The Fixed Price Repair Program is structured to address your operational efficiency with accelerated quote and order entry processes to reduce lead time and expedite delivery of your repairs. With repair centers around the globe, MKS is well situated to support you where you need us while offering flexibility should your requirements change. For a more comprehensive, all encompassing solution, MKS will work with you to develop repair programs to meet your specific requirements.

#### Equivalent to New (ETN) Refurbishment Program

Our certified ETN Refurbishment Program offers support for older model (legacy) products. Customers receive performance, quality, and peace of mind—same as they would when buying new equipment. Our MKS factory-trained technicians complete a comprehensive Refurbishment and Test Procedure created by MKS product design engineers, and backed by a 12-month warranty from MKS.





### Fixed Price Calibration Program

Our Calibration Program ensures you maintain the high performance of MKS valves, pressure sensors, and mass flow controllers. All products are verified and tested to MKS factory specifications by MKS trained technicians. All calibrations are NIST-traceable, ensuring the quality of all calibrated products.

### Spares Kits

Our Isolation Valve Spares Kit consists of either an Internal Rebuild Kit or Seal Kit. The rebuild kit includes the complete fully assembled internals, with seals and bellows assembly. The seal kit includes the seals most likely to wear from use. Both kits provide for valves to be repaired in place, improving uptime and reducing the need for on hand valve spares.

### Trade-In Program

MKS offers Trade-In Programs for many of our products to ensure customers have newer technology to support current and future process needs. We also offer direct replacement of comparable, competitive products—for a select group of products—to help simplify your product support model.

## EXTENDED WARRANTY PROGRAM

MKS offers an Extended Warranty Program to help you maximize your investment dollars and improve maintenance costs. Customers can purchase an additional 12-month warranty at the time of original purchase from MKS or for products directly purchased from MKS that are still within the original warranty period.

## FIELD & TECHNICAL SUPPORT

MKS Field Support and Technical Product Support Engineers are only a phone call away to assist you with technical or application questions. Our product experts are factory-trained and are well connected with product design engineers—allowing consistent access and collaboration on the latest product innovations and improvements.

### Field Support Engineers

- Factory-trained service coverage for all MKS products
- Engineers with years of direct industry experience

### Technical Training

- MKS offers custom training options. Contact us for further details or to customize a program to suit your needs.

### Technical Product Support

- Advanced troubleshooting
- Product and failure analysis
- Evaluation and repair service assistance
- Identify and recommend reliability enhancements
- Review and revise Scope of Repair to align best solution for customer requirements

## SITE-WIDE SUPPORT AGREEMENTS

MKS offers a variety of customizable service agreements to address your operational requirements, providing you the flexibility you need. This begins with a comprehensive analysis of your application and the use-case of each MKS product. The MKS team will take this data and align with your technical and commercial requirements to create a comprehensive support program for your current and future requirements. This can include local repair exchange inventory, vendor-managed inventory (VMI), earned volume discounts and product upgrades.

- **TECHNOLOGY ENABLED**  
for maximum productivity
- **BEST IN CLASS**  
for innovative customer support solutions
- **SUPERIOR RESPONSIVENESS**  
for optimum uptime and performance
- **PREDICTIVE CARE**  
for lowest total cost of ownership



# VACUUM SOLUTIONS DIVISION

## SERVICE LOCATIONS

### 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

Extensive offering of products and services for the markets we serve



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**MKS INSTRUMENTS, INC.** enables technologies that transform our world. We deliver foundational technology solutions to leading edge semiconductor manufacturing, electronics and packaging, and specialty industrial applications.

We apply our broad science and engineering capabilities to create instruments, subsystems, systems, process control solutions and specialty chemicals technology that improve process performance, optimize productivity and enable unique innovations for many of the world's leading technology and industrial companies.

Our solutions are critical to addressing the challenges of miniaturization and complexity in advanced device manufacturing by enabling increased power, speed, feature enhancement, and optimized connectivity. Our solutions are also critical to addressing ever-increasing performance requirements across a wide array of specialty industrial applications.

Additional information can be found at [www.MKS.com](http://www.MKS.com).

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