



Field Support

PRODUCT SERVICE OFFERING (PSO) FROM MKS

MKS Global Service is your support partner with an organization of factory trained Field Service Engineers (FSE's) that have access to Best Known Methods (BKM's) and the latest Field Service Bulletins. Our Product Experts are required to attend rigorous training programs, as well as complete an extensive certification process in order to be recognized as qualified MKS Field Service Engineers. Our engineers are engaged in Continuous Improvement Processes (CIP), allowing them access to the latest productivity, reliability, and process improvement upgrades.

Field Service Support Functions

- Scheduled preventive maintenance (PM) services
- On site operations training
- On site upgrade support (hardware & software)
- On site service agreements
- On site troubleshooting support
- 24 x 7 technical support
- Installation & setup

Scheduled Preventive Maintenance (PM) Program

Preventive maintenance is a schedule of planned maintenance actions aimed at the prevention of breakdowns and failures. The primary goal of preventive maintenance is to prevent the failure of equipment before it actually occurs. It is designed to preserve and enhance equipment reliability by replacing worn components before they actually fail. Preventive maintenance activities include equipment checks, partial or complete overhauls at specified periods, tuning, calibration, analysis, power adjustments, intensity, etc.

- Residual Gas Analyzer (RGA)
- FTIR (MultiGas™)
- Ozone (ASTeX® & LIQUOZON®)
- HPS® Process Control Solutions

Long-term Benefits of Preventive Maintenance Include:

- Improved system reliability
- Decreased cost of replacement
- Decreased system downtime
- Better spares inventory management

Long-term effects and cost comparisons usually favor preventive maintenance over performing maintenance actions only when the system fails. To schedule Preventive Maintenance Support please call 800.227.8766.



On Site Service Agreements

MKS offers a variety of customizable service agreements. These agreements will address your operational efficiency requirements while still providing you the flexibility you need. MKS service agreement begins with a comprehensive analysis of your specific needs. Your MKS Account Manager along with MKS Global Service will work with you to develop an understanding of current and future service requirements.

- Comprehensive Preventative Maintenance Agreement
- Comprehensive On Call Agreement
- Comprehensive Dedicated On Site Agreement

Global Product Support Engineers

1. MKS factory trained Field Engineers provide service coverage for all MKS products
 - Factory trained field engineers
 - Over 10+ years of direct industry experience
 - Available in every major MKS field location
2. Available 24/7 for telephone consultations
 - <1-hour telephone response
 - Escalation path with links to MKS Product Groups
3. World wide database tracks field visits, upgrades and repairs
 - Detail service reports after each visit
 - Failure trends monitored for potential corrective action

Technical Product Support Engineers

- Product experts available for advanced troubleshooting
- Assist in failure and product analysis
- Assist service technicians on evaluation and repair
- Establish consistency in all repair centers
- Continuous improvement implementation
- Identify and recommend reliability enhancements
- Generate technical service bulletins



MKS — A Global Support Leader

Service Focused	Proven Track Record	Quality Assurance	Competitive Advantage	Technical Competency
<p>MKS Global Service will help you improve productivity and attain a high Return on Investment with our full range of value-added Product Service Offerings (PSO's).</p>	<p>For more than 45 years MKS has been building a portfolio for technologies essential for improved productivity. This investment has made us a leading enabler of advanced manufacturing processes.</p>	<p>Our customer support starts with our commitment to deliver innovative, error free products and our active pursuit of continuous improvement for our product designs, processes and management systems.</p>	<p>MKS products are respected around the world for their accuracy, stability and repeatability. These characteristics enable our customers to replicate their processes from tool to tool, from factory to factory and from country to country.</p>	<p>MKS instruments, components and subsystems incorporate sophisticated technologies to power, measure, control, monitor, and analyze increasingly complex gas-related manufacturing processes to enhance uptime, yield, throughput, and improve productivity.</p>

MKS is committed to providing the very best product support possible. Our customers have unique service needs, and we offer a variety of service options to support them in the following product areas:



Pressure Measurement & Control



Power & Metrology



Gas Analysis



Reactive Gas



Vacuum Technology



Control & Information Technology



Flow Measurement & Control



Worldwide Service Centers

United States

MKS Instruments, Inc.
Andover, MA
Tel: 978.975.2350
Fax: 978.738.3513

MKS Instruments, Inc.
Methuen, MA
Tel: 978.682.4567
Fax: 978.682.8543

MKS Instruments, Inc.
Wilmington, MA
Tel: 978.284.4000
Fax: 978.284.4999

MKS Instruments, Inc.
HPS® Products
Boulder, CO
Tel: 800.345.1967
303.449.9861
Fax: 303.442.6880

MKS Instruments, Inc.
Richardson, TX
Tel: 972.231.0173
Fax: 972.437.4127

MKS Instruments, Inc.
San Jose, CA
Tel: 408.750.0300
Fax: 408.428.0395

Australia

John Morris Scientific Pty., Ltd.
Sydney, Australia
Tel: 61.2.94178877
Fax: 61.2.94178855

Canada

CCR Process Products
Kanata, Ontario
Tel: 613.723.3386
Fax: 613.723.9160

France

MKS Instruments, France s.a.
Cedex, France
Tel: 33(1)48.35.39.39
Fax: 33(1)48.35.32.52

Germany

MKS Instruments Deutschland GmbH
Munchen, Germany
Tel: 49.89.420008.0
Fax: 49.89.42.41.06

MKS Instruments Deutschland GmbH
Dresden, Germany
Tel: 49.351.8903819
Fax: 49.351.8903820

MKS Instruments
ENI® Products
Filderstadt, Germany
Tel: 49.711.947700
Fax: 49.711.9477025

Israel

Israel Scientific Instruments, Ltd.
Petah-Tikva, Israel
Tel: 972.3.9232202
Fax: 972.3.9229750

Italy

G. Gambetti Kenologia Srl
Milano, Italy
Tel: 39.02.90093082
Fax: 39.02.905.2778

Japan

MKS Japan, Inc.
Tokyo, Japan
Tel: 81.3.3398.8270
Fax: 81.3.3398.9203

Korea

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Tel: 82.31.8021.1300
Fax: 82.31.693.9243

China

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Shanghai, P.R., China
Tel: 86.21.2030.8200
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Singapore

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Techplace 1, Singapore
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Fax: 65.6451.0172

Taiwan

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Fax: 886.3.575.3048

United Kingdom

MKS Instruments, UK Ltd
Cheshire, England
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