



Spares Exchange Program

PRODUCT SERVICE OFFERINGS

A key goal of MKS Global Service is to deliver the correct part to the correct location at the correct time. We recognize the value of uptime and tool availability and to minimize downtime associated with routine maintenance or repair, we offer a flexible and convenient spare part support program.

The Spares Exchange Program is a service agreement that ensures the availability of spare parts on a timely basis. Under the agreement, MKS holds a dedicated, local inventory of parts compatible with your installed base. Inventory is maintained at a mutually agreed upon baseline revision and is always available within 24 hours of notification. MKS will supply replacements from this pool for parts used during preventive maintenance or needed for repairs.

MKS reviews your installed base product mix and revision levels prior to the start of the agreement, and MKS recommends safety stock levels for each part based upon criticality and failure rate to ensure what you need is there when you need it.

Features & Benefits

MKS Managed Inventory

- Reduced Cost
 - Since MKS holds the inventory, you benefit from lower taxes, depreciation, and warehousing costs, as well as less downtime
- Latest Part Revisions
 - Ensures parts are at current revision levels for maximum performance
- Fixed Pricing
 - Improves planning and budgeting, no surprises
- Availability
 - Parts on site within 24 hours of notification
 - Coverage for up to 24/7



The Spares Exchange Process

Before We Start

A thorough audit of your MKS products is conducted to establish accurate records including: quantity, usage, PM schedules and revision levels. This allows us to set the baseline configuration and scope for the program, which provides you with a customized solution to meet your unique business requirements.

The Spares Exchange Process

The agreement is managed by the local MKS service center which will provide contact names and numbers for notification. MKS will maintain sufficient inventory of the product at a local facility, to ensure replacement exchanges within 24 hours. Coverage is available up to 7 days a week, 24 hours per day.

How to Request a Replacement Exchange

The customer contacts the designated local MKS Customer Service Representative ("CSR"), and request a replacement exchange. The CSR will provide a Return Material Authorization ("RMA") that will be used for the exchange. MKS will then dispatch a replacement exchange to the designated location in a reusable shipping container.

Executing the Exchange

The customer returns the defective unit specified in the RMA to MKS using the reusable shipping container from the replacement part with the RMA clearly identified on the container. The failed product will be repaired by MKS and then placed in the inventory as a replacement for any future failed products. Parts must be returned to MKS no later than 10 days after receipt of the exchange unit .

Products Covered under Spares Exchange Program



Power & Metrology (ENI)

- Nova® RF Generators
- Spectrum RF® Generators
- GHW RF Generators
- SurePower® RF Generators
- GEW RF Generators
- OPTIMA® DC Generators
- RPG DC Generators



Reactive Gas

- ASTRON® Remote Plasma Source
- LIQUOZON® Dissolved Ozone Delivery Systems
- SEMOZON® Ozone Generators



Gas Analysis (On-Line and Spectra)

- MultiGas™ FTIR Gas Analyzer
- Process Sense™ NDIR Analyzer
- Vision 1000x RGA Analyzers
- HPQx RGA Analyzers
- Microvisionx RGA Analyzers



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