



# Global

# Service

WWW.MKSINST.COM

## Global Service Programs

### REPAIR • CALIBRATION • REFURBISHMENT

Comprehensive repair and service programs maximize the value of your installed base of critical subcomponents to ensure you...

- Extend the life of your equipment
- Drive more predictability
- Increase uptime and tool availability
- Improve productivity

Our global network of 18 MKS Service Centers located throughout North America, Europe, and Asia-Pacific ensure that you have direct access to repair, refurbishment, and calibration services when and where you need them. MKS service programs address your operational efficiency while offering flexibility as your requirements change.

#### Fixed-Price Repair (FPR)

- 100% replacement of defective minor assemblies using MKS original parts
- Apply applicable safety and software updates
- Full-performance testing and calibration to MKS-factory specifications
- Comprehensive service report
- 90-day warranty

#### Calibration

- Thorough testing on MKS-certified test stand equipment
- NIST-traceable
- Customer notified of additional findings

#### Refurbishment

- Complete product inspection and evaluation
- Repair broken parts
- Replace early failure assemblies using MKS original parts
- Apply applicable software updates and Service Bulletins
- Bring to *like new* condition
- Restore to default configuration
- Full-performance testing and calibration to MKS-factory specifications
- Comprehensive service report
- 1-year warranty



# Your Global Support Partner



## Our Commitment

MKS highly skilled engineers and technicians who understand your process and requirements keep your equipment up and running—ensuring your success.

- Only MKS original parts used for all repairs
- Trained technicians use current, proven methods and techniques
- All repairs qualified on an MKS-designed test stand

## Qualifying Products

MKS offers comprehensive repair and service programs to protect your investment in MKS products:

- Mass Flow Controllers & Meters
- Microwave Subsystems & Components
- Optical Gas Analyzers
- Ozone Generators & Systems
- Pressure & Vacuum Measurement Instruments
- Pressure Controllers & Isolation Valves
- Remote Plasma Sources
- Residual Gas Analyzers
- RF & DC Power Generators



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