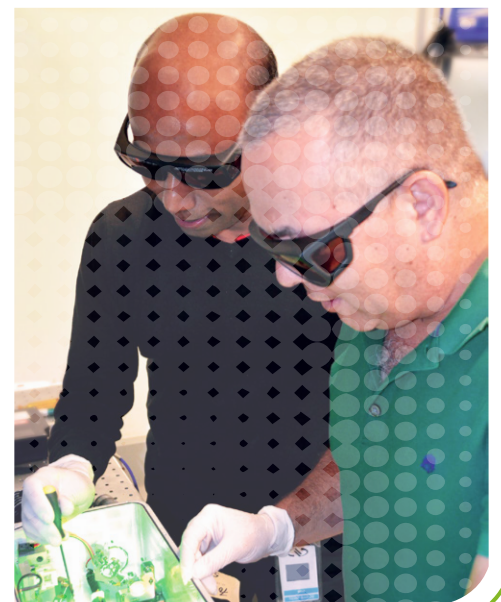
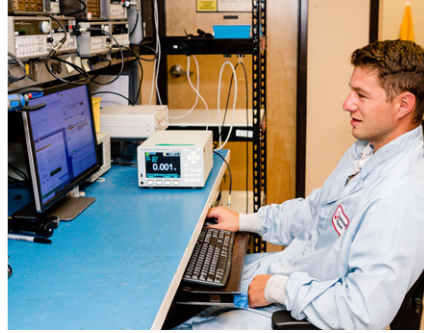


MKS GLOBAL SERVICE
CERTIFIED PRODUCT SUPPORT AND EXPERTISE
NEWPORT™, OPHIR®, SPECTRA-PHYSICS®





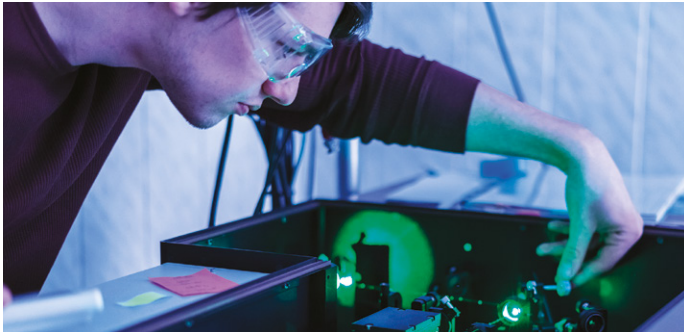
MKS GLOBAL SERVICE

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

At MKS, our vision is to enable technologies that transform our world. We have a long history of leveraging our collective curiosity to understand and develop solutions that enable progress, as well as enabling economic development, by solving the technology challenges of tomorrow.

As your worldwide support partner, MKS provides industry-leading product knowledge and expertise to help guarantee your competitive advantage and long-term success. MKS offers a number of Service Programs to improve productivity, extend the life of your installed base and attain a higher return on your overall investment. Partnering with MKS for all your service needs offers you:

- Over 18 Factory Service Centers in North America, Europe and Asia Pacific
- 125+ Worldwide Factory and Field Service employees that are factory-trained and certified on the MKS products
- Access to MKS engineers and technical resources to ensure the MKS product performance aligns with your application requirements
- Service programs and repair options designed for more predictable uptime and tool availability to meet your specific requirements
- Fast telephone, remote support, and on-site support
- Repairs performed by factory-certified technicians, using original parts and testing processes matching the most current manufacturing test procedures
- Customer training program options available on products for operating, essential maintenance, remote diagnostic enablement and data log capture, and problem reporting
- Pre-delivery inspection and startup/commissioning options available for products
- Upgrades and conversion options available for certain products extend the overall lifetime and lower the total cost of ownership. Last time buy options before obsolescence
- Field-replaceable spare parts and consumable parts identified and available for purchase for immediate repairs



REFURBISHMENT

Refurbishment, Repair & Calibration Services

MKS offers fixed levels of refurbishments and repairs for most products that cover basic repair, standard repair and full equivalent-to-new refurbishments, all designed to bring the product back to meeting all factory specifications. MKS calibration labs are strategically located in North America, Europe and Asia Pacific, to provide repair and calibrations for our power meters and beam profiler products. With the combination of factory repair centers and field service teams around the globe, MKS is well-situated to support you where you need us, while offering flexibility should your requirements change. MKS can also work with you to develop repair programs to meet your specific requirements.

Refurbishment, Upgrades and Conversion Programs

MKS offers Certified Refurbishment, Upgrades and Conversion Programs for select product models. Our customers receive the same performance, quality, and peace of mind as when they buy new equipment. MKS' factory-certified technicians complete a comprehensive refurbishment, upgrade or conversion and test procedure created by the original product design engineers and is backed by a service warranty from MKS. These programs include:

- Inspection of complete product returned to MKS
- All applicable software/firmware upgrades
- Install all applicable service bulletins
- Refurbishment, upgrade or conversion with MKS original parts
- Bring to "like new" condition

Repair Programs

MKS offers repairs covering products purchased. Repairs are a cost-effective way to return the product to meeting factory specifications and extending the useful product lifetime. Extended product warranties are available.

Products that qualify for repairs:

- Scientific lasers
- Industrial lasers
- Motion products
- ISB assemblies
- Ophir power meters, detectors and beam profilers

Re-Calibration and Repair Programs

MKS offers recalibration and repair services covering power meters, detectors, and beam profiler products. Recalibration service by our ISO/IEC accredited calibration labs allows our technicians to evaluate the customer-owned products and perform annual calibration to ensure that the products are accurately measuring the power or energy used by the customer. This program provides a dated record for proof of calibration and peace of mind, knowing that it allows for accurate data. Repairs are a cost-effective way to return the product to meeting factory specifications and extending the useful product lifetime. Products returned found to be not working correctly or maintaining calibration can be repaired to restore full functionality.

Products that qualify for re-calibration and repairs:

- Oriel Instruments
- Ophir power meters, detectors and beam profilers
- Newport Autocollimators

FIELD SUPPORT

Field Support

MKS Global Field and Technical Product Support Engineers are only a phone call away to assist you with technical questions. Our product experts are factory-trained and certified, and work with the MKS product engineers, enabling them access to the latest product innovations and improvements.

Global Field Service Engineers

- Field Engineers provide service coverage for all MKS products
 - Factory-certified
 - Many years of direct industry experience
- Worldwide data base tracks field visits, upgrades and repairs

Technical Product Support

- Application support available before purchase
- Product experts available for advanced troubleshooting and escalation support
- Assist in failure and product analysis
- Identify and recommend reliability enhancements

Technical Training

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



Field Service Support Agreements

MKS offers a variety of standard and customizable service agreements to address your operation requirements while still providing you the flexibility you need. The creation of your MKS Service Agreement begins with a comprehensive analysis of your support needs. 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.

MKS GLOBAL SERVICE LOCATIONS

Newport, Ophir, Spectra-Physics



For more information, please visit:
www.newport.com
www.ophiropt.com
www.spectra-physics.com
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



Newport, Ophir and Spectra-Physics are brands within the MKS Light & Motion Division. These product portfolios consists of a full range of solutions including precision motion control, optical tables and vibration isolation systems, photonic instruments, optics and opto-mechanical components. Our innovative Brand solutions leverage core expertise in vibration isolation and sub-micron positioning systems and opto-mechanical and photonics subsystems, to enhance our customers' capabilities and productivity in the semiconductor, industrial technologies, life and health sciences, research and defense markets.

For further information please visit:

www.newport.com

www.ophiropt.com

www.spectra-physics.com

www.mksinst.com

MKS Instruments, Inc.

Corporate Headquarters
2 Tech Drive, Suite 201
Andover, MA 01810
Tel:(978) 645-5500
Tel:(800) 227-8766 (in USA)
www.mksinst.com

Newport Corporation

1791 Deere Avenue
Irvine, CA 92606
Tel:(949) 863-3144
Tel:(877) 835-9620 (in USA)
Fax:(949) 253-1680
www.newport.com

Ophir Optronics Solutions, Ltd.

3050 North 300 West
North Logan, UT 84341
Tel:(435) 753-3729
Tel:(435) 753-5433 (in USA)
Fax:(435) 753-5231
www.ophiropt.com

Spectra-Physics, Inc.

3635 Peterson Way
Santa Clara, CA 95054
Tel:(408) 980-4300
Tel:(800) 456-2552 (in USA)
Fax:(408) 980-6923
www.spectra-physic.com

BR-082001_02/21_L&M_Brochure, © 2021 MKS Instruments, Inc. Specifications are subject to change without notice. Ophir® and Spectra-Physics® are registered trademarks, and Newport™ and mksinst™ are trademarks of MKS Instruments, Inc. or a subsidiary of MKS Instruments, Inc. MKS products provided subject to the US Export Regulations. Diversion or transfer contrary to US law is prohibited.

