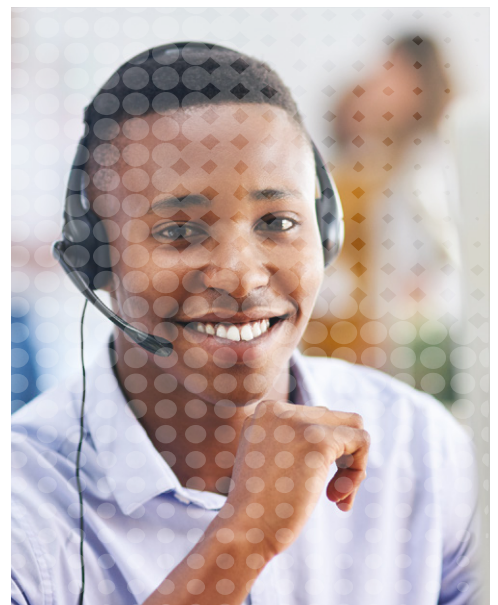
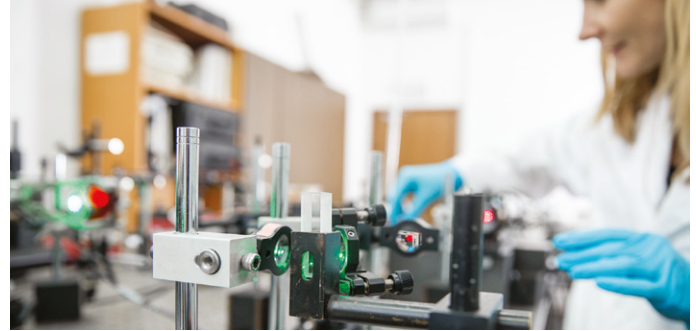
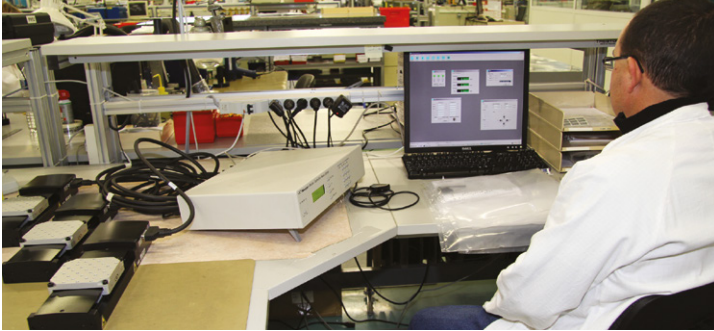


MKS NEWPORT™ SERVICE CERTIFIED PRODUCT SUPPORT AND EXPERTISE





MKS NEWPORT™ MOTION SERVICE

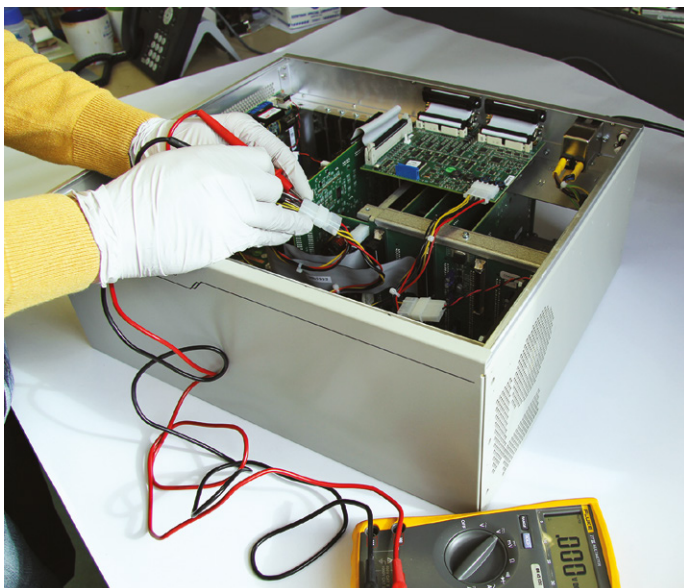
- REPAIR & REFURBISHMENT SERVICES
- FIELD & TECHNICAL PRODUCT SUPPORT
- FIELD SERVICE SUPPORT AGREEMENTS

With over 55 years of precision mechanical design, fabrication and motion control experience and expertise, MKS Newport has developed an extensive catalog of manual positioning and motion control standard and custom products for applications ranging from industrial to nanopositioning. The broad range of motion technologies allow the company to continually deliver innovative products to enhance the capabilities and productivity of customers' manufacturing, engineering and research applications. MKS Newport has built a strong history of partnering with OEM customers, delivering solutions from subassemblies to full solutions including design, testing and manufacturing for the most complex sub-micron positioning systems.

Service of these products are available from MKS trained service engineers and include regional spare parts planning, training, integration, escalation and technical support. For larger systems, factory service is available and customer service can work with customers for RMA generation and coordination.

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:

- Spare Parts Planning – MKS identifies field replaceable parts and works with customers to make those available for purchase as part of the customers comprehensive support strategy.
- Training – Custom training classes are available to customers for overview of the products, spares replacement procedures and maintenance items.
- Integration Support – Integration support is available for customers to ensure smooth installation of the product into their system or sub-system.
- Escalation Support – Customers can request escalation support from MKS when problems arise and help is needed.
- Technical Support – Factory and field service engineers are available to provide technical information or other support to customers for motion products.
- Remote Support – Select motion products equipped for remote support by MKS service team with connection approved by the customer, thus improving diagnosis and troubleshooting capability.





Online Resources

A full library of online resources is also available at www.newport.com:

MKS Newport provides abundant resources online to help you get the answers you need whenever and wherever you are. Online support resources include:

- Application Notes - Our Application Notes are how-to examples of our products being used in a variety of applications and provide in depth background for both theoretical and practical concerns.
- Technical Notes - Our technical notes provide deep theoretical information on the principles of operation that our products are designed around.
- Technical Articles - Here we list where our engineers and technical support staff have written or contributed to articles published in the trade magazines and professional journals.
- Tutorials - We realize that not all visitors to our site are experts in photonics and related technologies. Our tutorials cover the fundamentals in a large variety of technical disciplines.
- Solutions - Our solutions pages describe the broad range of custom solutions and capabilities we offer our customers in addition to our standard product offerings.
- Videos - You can find videos on many of our product pages but they are also listed on a single page here for your convenience.
- Literature - White papers and other literature.
- Software & Downloads - Software downloads when available are most easily found near the bottom of applicable product pages. For obsolete items no longer sold, select software and drivers are accessible from our Software & Drivers page.

Design Information

We provide 2D dimensional drawings for most products and for many of our mechanical products we have available 3d models that can be viewed on page and downloaded in a variety of popular formats. Individual product user manuals are most easily found at the bottom of applicable product pages. For older products no longer being sold, they may be found at our Software and Downloads page. If you cannot find what you are looking for, contact us and we'll make it available if it exists.



MKS GLOBAL SERVICE LOCATIONS

Newport



For more information, please visit:

www.newport.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



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Newport is a brand within the MKS Instruments Light & Motion division. Newport 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.mksinst.com

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