Customer Service
Your Challenge Our Solution

evatec process systems

Support

# On-Site Support

Tool down or a process drifting out of spec? Our Field Service and Application Engineers come to your fab and get your tool back into stable production.

## Your need

Do you find yourself answering yes to any of these?

- Is your tool down while you wait for support to arrive?
- Can your team handle daily operation, but complex faults need deeper tool knowledge?
- Are unplanned service calls making your costs and your schedule hard to predict?

## Our service

Our Field Service Engineers support your tool directly at your site with fault diagnosis, repair, maintenance support and operator assistance. When the issue sits in the process rather than the hardware, our Application Engineers handle process diagnostics, recipe optimization and yield improvement. Both are backed by our factory engineering and process specialists and by the build history of your specific tool. If an issue cannot be closed on-site, it escalates inside Evatec, not to a third party.

Available as individual hours or as a block hours package with agreed coverage: 8/5, 8/7 or 24/7. Pre-booked hours are charged at a fixed rate agreed upfront, so service cost is planned rather than reactive.

You receive a service report documenting the fault or process finding, the actions taken and the recommendations. It is a record you can file as part of your tool history for internal and customer audits.

## Your benefit

- Return to production faster with the right expert on-site, for hardware or process.
- Reach a resolution, not a workaround: our engineers escalate inside Evatec until the root cause is closed.
- Budget your service spend in advance instead of absorbing unplanned call-out costs.
- Build an auditable maintenance history for every tool, intervention by intervention.

## Want to know more?

On-Site Support works well on its own and even better combined with a Spare Parts Kit on your shelf, Preventive Maintenance or Level 3 Training for your own team.

Talk to us about what fits your fab.

**www.evatecnet.com**
Or contact us directly: **cs.global@evatecnet.com**
or reach out to your local Evatec sales and service office.

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