Customer Service
Your Challenge Our Solution

evatec process systems

Spare Parts

Exchange Program

Is a faulty part stopping your tool while you wait for the repair? We replace it with a reconditioned unit from our stock, so your tool runs again while your part is being repaired.

Your need

Do you find yourself answering yes to any of these?

- Is your tool down while a faulty part is out for repair?
- Is a new part more than you want to spend to get your tool running again?
- Is your team chasing repair status instead of running production?

Our service

For parts included in the program, we ship a reconditioned unit from our stock when you report the fault. You return the faulty part within 30 days and we repair it for our exchange stock. Every exchange unit is tested to Evatec standards and comes at a fixed price below a new part. If you prefer to keep your own part, a standard repair is also available.

Your benefit

- Get your tool back into production without waiting for the repair.
- Know your cost upfront with a fixed price for every exchange part.
- Spend less than on a new part, with the same Evatec quality checks.
- Reduce waste by giving reconditioned components a second life.

Want to know more?

The Exchange Program works well on its own and even better combined with Remote Assistance to identify the faulty part quickly, On-Site Support to install the exchange unit or a Spare Parts Kit for your most critical parts.

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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