Customer Service
Your Challenge Our Solution

evatec process systems

Support

Ramp-Up Support

Your new tool is installed – but how quickly will it produce? The first weeks after handover decide your ramp curve. We work alongside your team until the tool runs stable.

Your need

Do you find yourself answering yes to any of these?

- Your tool is handed over, but output is not yet where your production plan says it should be.
- Your team is still learning the tool while production targets are already running.
- Start-up problems are being solved by trial and error, and every loop costs days.

Our service

Ramp-Up Support gives you hands-on guidance through the critical start-up phase. It is delivered on-site by Evatec Field Service and Application Engineers who know your platform. Booked together with your tool order, it becomes part of your equipment investment from the start – it is also available later as a standalone service.

Scope: tool qualification and production set-up, optimization of settings and recipes for your application, fast resolution of start-up issues and on-the-job knowledge transfer to your operators and technicians. Available for newly purchased tools and for tools you relocate.

You receive a documented baseline of your settings and recipes, plus a handover summary of open points and next recommended steps.

Your benefit

- Reach stable, qualified production faster after tool handover.
- Reduce scrap and rework during the learning curve.
- Build a team that can run the tool without waiting for help.
- Turn an unpredictable start-up into a planned, budgeted activity.

Want to know more?

Ramp-Up Support works well on its own and even better combined with Level 1 & 2 Training, a Spare Parts Kit for your first production months and Application Support once you push the process.

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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