

SERVICE SUPPORT

Sustainable Solutions is Our Ongoing Commitment

Concept Part Solutions is dedicated to extending the lifetime of your maturing semiconductor manufacturing equipment. As your toolsets age and new processes emerge, we pursue every opportunity through our Continuous Improvement Program (CIP) to offer important enhancements and services that increase the reliability, productivity, and performance of your install base.



All CPS Supported Systems

Remote Service/Video Plan (RSVP)

Concept Part Solutions is committed to offering ways of enhancing equipment support options for our customers. This is especially true during these unprecedented times. CPS is pleased to offer the Remote Service/Video Plan (RSVP) for our equipment end users.

For many equipment end users, having a certified CPS FSE come to their facility is not an option. Local mandates, corporate decisions, and FSE origination location can all factor into customer decisions to not engage in an onsite service visit. In addition, many support requests may not warrant hours of assistance or the expenses incurred for travel and per diem to justify a visit.

CPS is offering a telephone / video service support program where end users may enlist CPS' expert support team via Zoom video conferencing to seek support for:

- Equipment Issue diagnosis and troubleshooting
- Action item recommendations and planning
- Sustainment planning post issue reconciliation

The RSVP operates on a per incident basis. End user will call the CPS RSVP dispatching number at +1(877) RSVP911 or (877) 778-7911 for disposition and scheduling of an appointment for discussion of issue with a CPS equipment expert. For calls that occur after hours, customer may leave a message requesting an appointment and CPS will follow up with an option of times to engage in call.

Each incident will incur a USD \$500 charge, which includes up to 4 hours of telephone/video support to help close the equipment issue. CPS will exhaust all efforts to resolve issue via incident callout, however, should efforts be unsuccessful during the 4-hour window, a site visit may ultimately be recommended. Should end user engage in the onsite visit, CPS will apply the incident fee as a credit against final service billing. CPS may request customer use video device to help visualize system issue or help guide end user in support of action item performance.

At the closure of incident, CPS will provide an incident report outlining issue, action items, and resolution/closure.

The CPS Remote Service/Video Plan is available during the hours of 7:00 a.m. and 7:00 p.m. Pacific Standard Time (PST).

Benefits

- Path for service support when facility and or local mandates do not allow for onsite FSE visits
- Elimination of FSE travel and labor expenses for support scenarios that do not warrant an onsite visit
- Expedient interaction with CPS experts and expedient resolution for equipment down situations

Equipment Supported

- **Novellus CVD**
 - Concept One
 - Deposition Process Support
- **GaSonics Ash/Clean**
 - PEP3510, 3010, Iridia
 - L3510, L3500
 - A1000, A3010
- **Speedfam/IPEC CMP**
 - MV200
 - 676, 776
 - Auriga
 - 372, 472
- **Novellus Copper Electrofill**
 - Sabre xT, Classic



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All CPS Supported Systems
Remote Service/Video Plan

Get More Information on System Performance Enhancements

To find out how to improve the performance and productivity of your CPS supported systems, call your local CPS Sales and Service Office for complete ordering information, or visit www.conceptpartsolutions.com.

Ordering Information:

RSVP Dispatch Telephone Number: +1 (877) 778-7911

Some Upgrades may require an audit of your System; Contact your local CPS Representative to verify the Upgrade Kit before ordering.