

Priority Maintenance Agreement Explanation of Services & Benefits

Visit 1 Start up:

Initial service routine maintenance, setup checklist, procedures, schedules & list recommended spares. Document serial numbers and system configuration.

Major Preventive Maintenance:

During the major preventative maintenance visit the CVC engineer will clean the chamber, exchange chamber shielding, if no exchange set available CVC will arrange to send parts out for expedited professional chemical cleaning. Specific vacuum valves and system O-rings will be inspected, cleaned or replaced as required. All mechanical valves and chamber tooling adjustments and calibrations necessary will be performed to insure maximum performance and prevent unusual wear and tear. The cryo pump compressor, absorber and high pressure helium lines along with all system filters and traps will be serviced. Gauges and power supplies will be tuned and calibrated for optimum performance and operator interface. The entire system is inspected and specific items charted that will show they are approaching end of life, allowing replacement parts or materials to be purchased for a schedule installation during next routine or emergency maintenance call.

Routine Maintenance & Repair:

During any routine none emergency maintenance visit the CVC engineer will review system log for ongoing or potential problems, perform charted system checks, perform sputtering material replacement as needed, perform emitter assemble rebuilds as needed, filament replacement as needed, and make critical known adjustments, calibrations along operational performance checks. Also included minor repairs, scheduled repairs for failed part replacement or consumables at their end of life.

Emergency service calls:

Unscheduled, customer generated service requests, system down situation.
Service Department guaranteed to respond within 24 hours.

Added value:

CVC provides remote but secure virtual presence and technical support that allows your staff to see and fix problems in real time. And our virtual presence is immediate – minimizing downtime without travel costs and delays. Often just observing your staff executing a procedure clears up procedure confusion in a way that no manual or lengthy telephone discussion ever could. Our virtual presence support allows us to provide “hands-on” diagnostics and coaching that transcends cultural and terminology differences.

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Most Important:

Of course, for those occasions where onsite support is necessary, CVC's field service engineering personal stands ready to provide prompt efficient service as well as perform post-delivery setup, and training.

The CVC service & repair advantage...

When you get your high-vacuum systems and/or subsystems serviced and repaired by CVC you have the advantage of knowing that CVC can always use the best parts. Unlike a captive manufacturer's service department, as an independent CVC is not limited to an in-house manufacturing parts inventory and can always choose the best part from any source. CVC's qualified service staff is ready to get your systems back on line, quickly, safely and reliably. Tech support & training of new users can also be performed with this agreement.

Preventive maintenance

Smart management does not use system failure as their method of service scheduling. Preventive maintenance not only saves the costs and frustrations of unscheduled down time; it also avoids wasting labor, overhead, and expensive materials by producing products that are out of spec. Prevention is cheaper than cure – underperforming and failing parts stress the rest of the system and can endanger personnel as well as both the rest of the system and other nearby systems.

Safety

While the safety record of the nanotech industry is generally admirable; it is important to avoid developing a false sense of security. Improperly maintained or neglected high-vacuum/high-energy systems have the potential for serious, even lethal accidents. If there is any doubt about your system's service, parts, or requirements a call to CVC's qualified service personal can put your mind at ease; remove potential hazards and prevent dangerous accidents.

Conclusion

If you have the need to maintain more up time on your equipment and require a vendor on hand to Help you CVC has the experience and expertise to accomplish this in the most efficient way possible. CVC's prompt customer service and recognized expert repair is here to serve you with this agreement.