

Global Services from Universal Instruments



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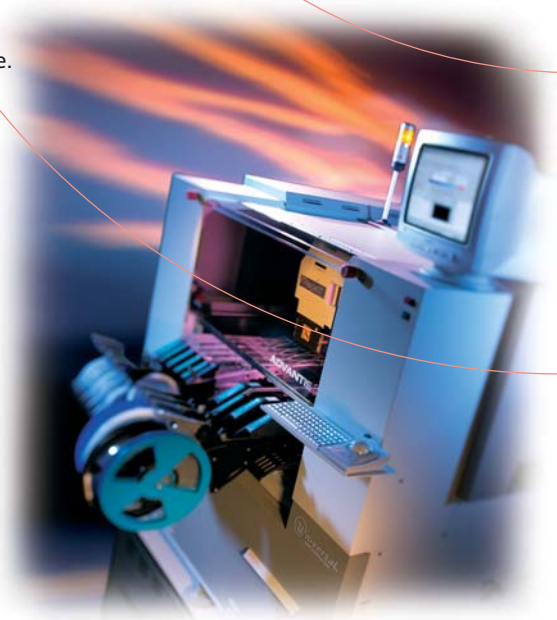
“The Universal Instruments Global Services portfolio extends the traditional, reactive service model to build a proactive services partnership role.”

Value-based support services

To thrive and be profitable in the 21st century, you need the right answers at exactly the right time. There is little time for guesswork, and even less latitude to guess wrong. To successfully manage today's complex assembly processes at all levels, you need professional services that leverage specialist experience and resources. Get solutions, get productive: see the value immediately.

Whatever your most urgent challenges – maximizing uptime, introducing new processes or components, radically reshaping your assembly capabilities – Universal Instruments' Global Services are here to deliver answers. Global Services delivers a modular package of support initiatives designed to maximize the value of your equipment, operators, and processes and backed up by Universal's in-depth technical knowledge and global infrastructure.

We conceived Global Services to deliver lasting value. Measure the return at your bottom line.





Equipment support services

Partner with Universal Instruments to get the maximum return on your investment. Before you even begin manufacturing, our experts can configure your entire line, taking the guesswork out of planning. Prior to installation, our site preparation survey removes fundamental barriers to commissioning and future performance enhancements.

Tailored training packages

Our training specialists will configure a regime to meet your individual needs, using local Universal training centers, on-site training, and web-based training materials. Added-value services include customized content, native language training, and certification.

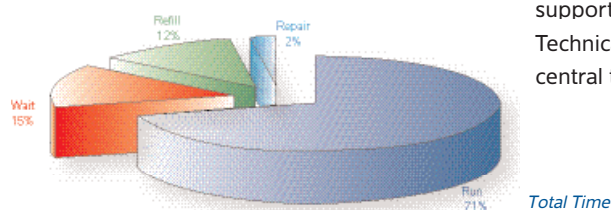
Support continuance

Universal's Support Continuance program now delivers enhanced support throughout the life of your equipment. Choose from our available Metals services, including Gold, Silver, and Bronze, to specify a level of service that meets your technical requirements and your budget. Universal Instruments' Metals services allow you to extend selected support services beyond the new-machine warranty period. Approved second-user equipment can also be covered.



Site support

Universal's Global Services include comprehensive maintenance and spares back-up, with on-site services including diagnostics, regular audits, applications support, and machine enhancements. Technical telephone hotline services are also central to the Global Services portfolio.



Process knowledge and innovation

It's tough to differentiate your business in modern markets. Yet standing out from the competition is central to growth and profitability. Universal's Global Services portfolio is conceived to help you benefit from our specialist knowledge, built up over generations of technology leadership. We are ready to work with you to study complex challenges, innovate new processes, and implement robust solutions on your shop floor. We deliver answers quickly, enabling you to benefit at the earliest possible opportunity.

Technical support

- Free 8 x 5 telephone / email support for active products
- Premium 24 x 7 support available
- Knowledge on the web 24/7 at www.myUniversal.com
- Software downloads
- Second-user equipment support

Process development and design services

- Implementation of new technologies
- Process development for advanced applications
- Material selection
- Process parameters
- Board and component design
- Prototype build
- Turnkey solutions

“The expertise that makes Global Services a reality also frees manufacturers to focus on core activities, and tighten their strategic hold on the future.”



Global Services; global capability

Only Universal has the strength and presence to turn the Global Services vision into hard reality. We have over 40 years' experience supporting electronic manufacturers operating at the frontiers of assembly technology. Over 300 Universal field engineers, application engineers and trainers are currently active on three continents, strategically located close to the world's major centers of manufacturing capacity.

Investment in research

Our field-based teams are backed up by sales offices, training and technical centers world-wide, as well as specialist centers of excellence in the Americas, Europe, and Asia:

- Advanced Process/SMT Lab - Binghamton, USA
- Technology Excellence Center - Suzhou, China
- Singapore Institute of Manufacturing Technology
- Technology partnership with Hereaus Germany for process support and training

“Global Services customers will be best positioned to benefit from Universal's commitment to research and innovation, both in-house and in cooperation with the world's foremost commercial and academic institutions”



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