

# Installation and startup **support**

**Your new Universal Instruments machine is in place on your shop floor. Electrical and air supplies are connected. Components, boards, and consumables are loaded and ready for action. Now what?**

**Even to experienced production managers, installation and startup can be a challenge. Good to know, then, that all new and refurbished Universal Instruments machines are supported by our Global Services Installation and Startup standard service. And that the service begins long before the machines arrive at your dock.**

**And you can choose from optional enhanced startup packages to further reduce your learning curve, build confidence, and help you implement advanced tools and capabilities. We can prepare you for the challenges of ramping-up production, pre-emptively managing machines, using advanced systems tools. Services include additional training and product setups, advanced hands-on practice, plus instruction in machine networking, program transfer, line balancing and optimization, NPI, and more.**

## Standard, premium and custom service packages

The Standard Installation and Startup service package is delivered at no extra charge. We provide the following services after the machine has arrived on-site, and we encourage customer participation to reinforce the experience:

- Inspect all shipped items and prepare detailed shipment audit
- Commission equipment, including final equipment placement, connections, and setup
- Prepare equipment to run one customer product for system evaluation and acceptance
- Demonstrate 4 hours or 10,000 insertions/placements as per standard acceptance criteria
- Program creation for up to two products
- Operator training for up to 6 persons



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MC-3595 09/03

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## Premium Service Package

Sometimes extra familiarization, training and assistance are required to control the ramp-up. Fortunately though, a premium service package is available. Not only will you receive favorable rates when you use the Universal Product Training Centers, but you can also gather benefit from extended field- engineering support to help ease you through startup and familiarity challenges. The premium service is also available to eligible second-user machines.



The premium service package adds the following features. Costs are assigned on a per-week or per-field engineer basis:

- Five additional onsite days to assist in familiarizing the customer with the equipment, documentation, operation etc.
- Program creation for up to 4 products
- Operator training for up to 12 persons
- Ramp to production support

## Custom Service Package

To take you beyond the basics, we provide a customizable and extensive range of services, delivered in any combination to meet your specific requirements. Configure the services you need in conjunction with your nearest Universal field-engineering manager and select from any of the following startup services:

- Networking support
- Programming
- Program transfer support
- NPI (new product introduction) support
- Line optimization and balancing
- Pilot build support
- System and line integration
- Favorable product training center rates

