

amcoss tool services.

Wide variety of customer after-sales-services

service team_



- // Equipment- and service engineers
- // Customer support staff
- // Spare parts order processing staff

function-related services_



- // Start-up service & ramp-up support at customer's facility
- // Repair service (reaction time: max. 72 h) / maintenance service
- // Spare parts service
 - spare parts stock inhouse amcoss & consignment stock in customer's facility
 - spare & wear parts are categorised:
 - A - Tool breakdown if part fails
 - B - Part available in amcoss' stock
 - C - Recommendation: part should be available in customer's stock
- // Troubleshooting (including remote service if possible)
- // Retrofit / upgrade of equipment
- // Exchange of the controlling system of existing amcoss and non-amcoss equipment with ams pilot software
- // Repair service for older IOS equipment
- // Equipment relocation support
- // Inhouse process testing

support / information services_



- // Telephone support
- // E-Mail support
- // ams software alarms with help function (possible causes – possible problem-solving solutions)
- // Remote service at customer's amc equipment (if tool is prepared for remote support provided by the customer)

Planned future services:

- // Online service tool / ticket system
- // Online training videos

SUPPORT

training services_



- // User application training after installation of equipment
- // Future application training of new users
- // Inhouse application training at amcoss' laboratory

financial-related services_

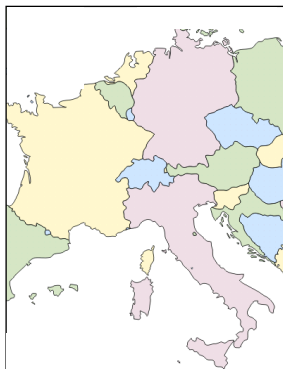


- // Extended Warranty
- // Maintenance packages (reduced reaction time: max. 48 h) / contracts including/excluding spare parts
- // Financing services

service areas_

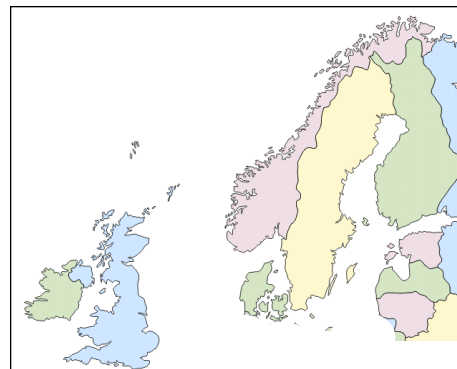
amcoss GmbH

- // Austria
- // Germany
- // Switzerland
- // Italy
- // France
- // Belgium
- // Netherlands
- // Czech Republic
- // Slovenia



U4Global Solutions

- // Great Britain
- // Ireland
- // Sweden
- // Norway
- // Finland
- // Denmark



A.V.B.A Hitech Services Ltd.

- // Israel



**AMCOSS
SERVICES**

amcoss GmbH
Leusbundtweg 49a
6800 Feldkirch
Austria

phone +43 5522 209 50
telefax +43 5522 209 50-9
office@amcoss.com

www.amcossmaterials.com
www.amcoss.com