

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

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

Training services_



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

Financial-related services_

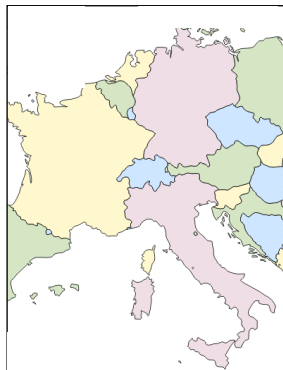


- // Extended Warranty
- // Maintenance packages (reduced reaction time: max. 48 h) / contracts including/excluding spare parts
- // Financing services

Service areas_

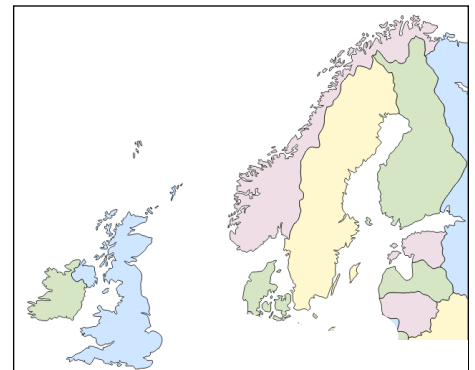
amcoss GmbH

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