



Scanning Electron Microscopes

Customer Support Guide



Our Commitment

SEMTECH Solutions' mission is to provide our customers with competent, accurate and timely responses when called upon.

Our primary goal is customer satisfaction.



Our People

SEMTECH Solutions' factory trained electron beam engineers understand the technology and procedures required to keep your Scanning Electron Microscope operating at peak performance.

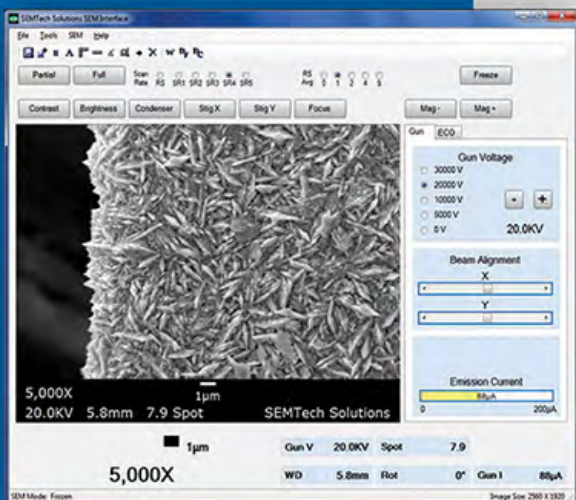
Strategically located throughout the U.S., our Service Engineer's are able to rapidly respond on-site and repair system issues.



Our Spare Parts Inventory

To assure the highest customer satisfaction, significant investments have been made in our spare parts inventory. This includes parts for our refurbished SEMs, SEM Accessories, and SEM Consumables.

In addition, our Field Emission Gun replacement program insures that down time is minimized by a quick swap of the complete assembly.



SEM Electronics Upgrade

SEMTECH Solutions has designed an electronics package that enhances the performance of the XL series SEMs. Technology advances include:

- WINDOWS 10 Operating System and a future upgrade path
- Graphical User Interface designed with simplicity to engage more operators
- 8k by 8k Digital Imaging System
- ShareView – an image share software utility for Global connectivity

Service Contract Features

Description	Coverage
On-site Response Time (M - F, 8 am to 5 pm)	< 48 hours
On-site Emergency Visits (Parts & Labor included)	Unlimited
Phone Support	Mon. - Fri.
Preventive Maintenance Visits	2
Factory Repair of STS Parts	Yes
Analytical Lab Support	Yes

Service Contract

SEMTech Solutions' service contracts cover all items that fail under normal usage, with the exception of third-party accessories and SEM consumables. Our Customer Support Group is available by phone or email to answer any questions, from instrument operation to assistance with repairs. Oftentimes, they can assist the end-user in performing repairs without an on-site visit. All travel and labor expenses are included. Hours of operation are Monday through Friday, 8 am to 5 pm.



Analytical Lab Support

For customers that rely heavily on their Scanning Electron Microscopes, SEMTech Solutions now offers a solution to keep you on schedule. If your SEM should go down for any reason while under a service contract, we will run your samples at no charge until your system is repaired. Our analytical laboratory is equipped with two field emission SEMs with EDS and BSE capabilities as well.





SEMTech
Solutions



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