

PLATIT'S LIFECYCLE MANAGEMENT



PLATIT® **11** - Series

Service concept

PLATIT's lifecycle management strategy is focused on customer satisfaction and high-quality support.

After a PLATIT coating unit has been installed, that information will be entered into an online service database and the access information will be sent to the customer. In the online service database, customers can find information on spare parts, drawings, the service history and service status of their machine as well as contact information for their technical advisor to make targeted problem-solving possible.

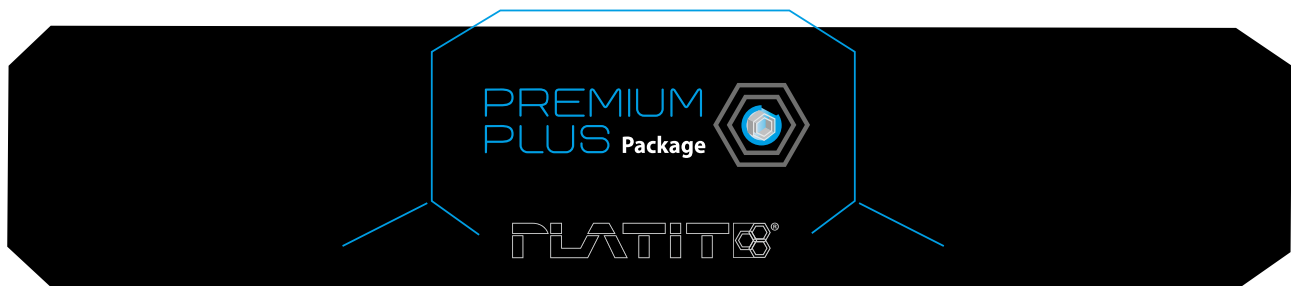
PLATIT serves customers around the world in all time zones. The central warehouses in the Czech Republic, Switzerland, the United States and China guarantee

short delivery times and short supply routes for spare parts. The service teams at these locations ensure first-level support and can be reached via the hotline.

Over the lifetime of a PLATIT PVD coating unit, the following service products will be offered:

- Cathode exchange
- Premium Plus Package with additional service options
- Hotline support
- Remote diagnostics and maintenance
- Process support according to the application
- Standard and customer-specific training programs on request at the customer's or PLATIT's site

Premium-Plus-Paket_Worldwide



When purchasing a PLATIT coating unit, customers can sign for a Premium Plus Package with the aim of increasing OEE (overall equipment efficiency). Over the duration of the contract, this includes:

- 24 months warranty
- 4 × service technician dispatch after 6, 12, 18 and 24 months with spare part sets
- Support via hotline and internet
- Working hours and travel costs of service technicians

In the first two years, the Premium Plus Package guarantees maximum uptime of the coating system, maximum planning security, cost transparency with reduced maintenance costs and improved performance at a consistent coating quality.

Cathode exchange of Pi coating units

Exchanging cathodes has been made very easy for PLATIT customers. To avoid storage costs for them, PLATIT takes care of transporting the new cathodes and recycling the target material in an environ-

mentally friendly manner. PLATIT guarantees the exchange and quality of the target and will provide customers with information on how the cathode exchange can be carried out quickly. All the rotating cathodes in PLATIT's Pi coating units have a lifetime warranty when regularly exchanged in PLATIT Cathode Exchange Centers.

Process of cathode exchange

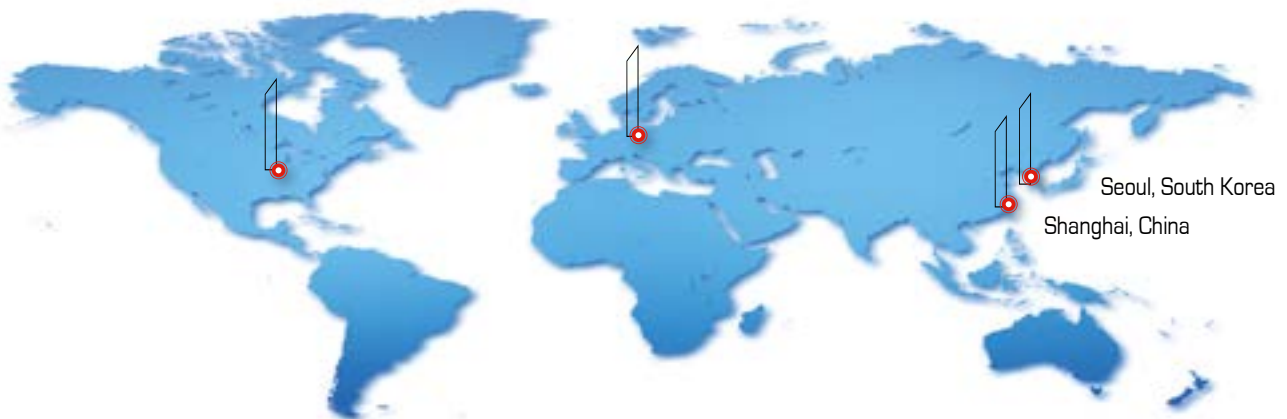


1. The customer reports the need for cathode exchange
2. PLATIT ships the new cathode to the customer within 24 hours
3. After receiving the new cathode, the customer returns the old one
4. Receipt of the old, used cathode at PLATIT
5. Disassembly of the cathode, recycling of the target
6. Replacement of all wearing parts to refurbish the cathode
7. Checking of the mechanical functions, adjustment of the magnetic field and installing of a new target
8. After long-term vacuum testing, examination of the cathode under industrial production conditions
9. The cathode is reused only when optimum burn-in can be guaranteed

PLATIT has service organizations in Europe, North America and Asia with 4 Cathode Exchange Centers (CEC) worldwide:

Libertyville, US

Šumperk, Czech Republic



Sales partners & agents

Germany

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COMPENDIUM

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PLATIT ®

Advanced Coating Systems
SWISS  QUALITY