

Precision, Performance-Driven
Customer Technical Service for
KeyTek ESD & Latch-Up Test Systems



Thermo's Customer Technical Center

Analyze • Detect • Measure • Control™

Thermo
ELECTRON CORPORATION

Thermo's Customer Technical Center

People of technology working with people of technology. At Thermo, helping you achieve your technical objectives doesn't stop once your precision ESD and Latch-Up test systems are shipped.

As a Thermo customer, you can depend upon us to provide lifelong technical service. Value-added service you'll only find when people of technology work in partnership with people of technology. It's one of the reasons you'll find an engineer at the helm of Thermo's Customer Technical Center. And why our service products give you direct line access to engineering and allied technical professionals who speak your language.

Performance drives success. Thermo's commitment to ESD & Latch-Up technical customer support is manifest in the name of its service offerings: Performance. More than a notion of "customer service," Thermo's Performance plans mean action.

- Rapidly solve problems
- Maximize resources & test system operations
- Minimize downtime
- Address regulatory mandates
- Meet customer deadlines
- Project expenses & contain unforeseen costs

In short, access to Thermo's Customer Technical Center can enhance the performance of virtually every aspect of your ESD & Latch-Up test operations. And, as a Thermo Customer Technical Service Center customer, you're our priority.

A complete suite of ESD & Latch-Up test system services. Thermo's Performance technical services suite has been developed to offer you flexibility to tailor a plan specific to your component reliability test needs. And then, to complement your plan with sound technical thinking and problem-solving assistance.

You'll also find services such as scheduled maintenance and calibration services to help keep your instruments in peak operating condition, while sustaining a substantial return on investment.

Certified Thermo quality. All services provided within the scope of Thermo's Customer Technical Center are rendered by Certified Thermo Engineers. These highly qualified professionals are fully versed in the engineering and design of KeyTek ESD & Latch-Up test systems and applications. They possess an in-depth knowledge base of ESD & Latch-Up regulatory issues, given Thermo's participation on global committees that define test methodologies for regulatory requirements and standards such as:

Human Body Model (HBM)

- ESDA STM5.1
- JEDEC EIA/JESD22-A114
- MIL-STD 883E
- AEC Q100-002

Machine Model (MM)

- ESDA STM5.2
- JEDEC EIA/JESD22-A115
- AEC Q100-003

Charged Device Model (CDM)

- ESDA STM 5.3.1
- JEDEC, JESD22-C101

Latch-Up

- JEDEC EIA/JESD 78
- AEC Q100-004

Certified Thermo quality ensures all Performance services meet your expectations. And, that they're implemented properly, in as rapid a time frame as possible.

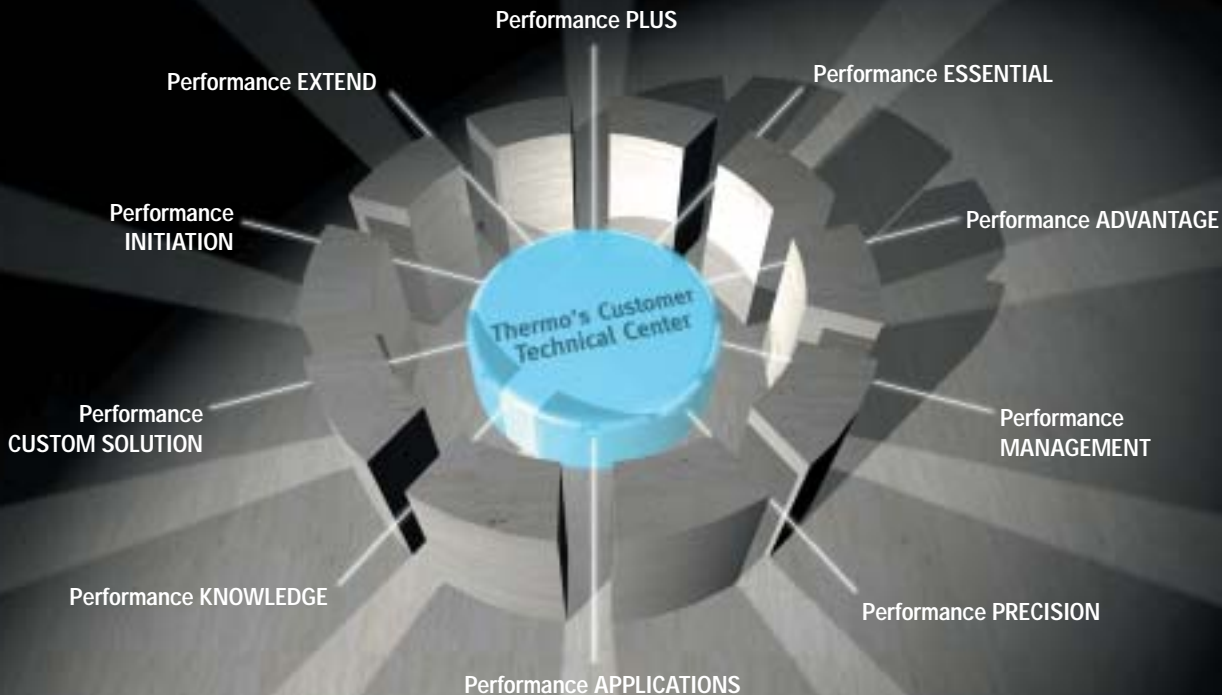
Advantageous pricing. Thermo customers are offered significant savings on Performance products offered by Thermo's Customer Technical Center if purchased at the same time as KeyTek ESD & Latch-Up test instruments. And along with savings, comes the confidence of knowing when you need service you'll have an immediate and direct line to knowledgeable, highly responsive assistance.

One vendor, many solutions. With Thermo's Customer Technical Center, customers can rely upon just one vendor to address all KeyTek ESD & Latch-Up test system issues. We understand you have expectations to fulfill, all of which are directly tied to your bottom line. And as your test system partners, we'll help apply the resources and expertise of Thermo's Customer Technical Center to your best advantage. And in doing so, help take you to the next level of success.



Performance-Driven Customer Technical Support

Performance-Driven
Customer Technical Support



Performance Products for KeyTek ESD & Latch-Up Test Systems

Performance KNOWLEDGE: Training Suite

On-site or factory-based training for all KeyTek products. Includes hardware overview, manual and computer operation, software training, developing test programs, standards requirements, measurements, and safety.

Performance APPLICATIONS

Advanced user training on test plans, software, and applications.

Performance INITIATION

Provides startup and inspection for Thermo equipment. Startup services including pre-delivery planning for equipment implementation, how best to integrate third party components, optimization of system layout & connectivity, and supervision of site modifications and construction prior to delivery. For some Thermo products, startup inspection by a certified Thermo field service representative is required to validate the product warranty.

Performance EXTEND

Provides one additional year of original product warranty services. Protects you against major system repair expenses. A calibration is added to ensure continued optimum system performance. Available only at time of product purchase or within 60 days of ownership.

Performance PLUS

Warranty service product designed to provide more rapid response and greater technical support availability to customers whose operations require it. Must be purchased prior to expiration of original warranty.

Performance ESSENTIAL

Provides continued service coverage after warranty period has expired. Service levels are consistent with original product warranty. An annual calibration is added to ensure continued optimum system performance.

Performance ADVANTAGE

Rapid, priority service and repair response and turn-around to minimize risk associated with process downtime. A calibration is added to ensure continued optimum system performance.

Performance MANAGEMENT

Customers under this premium service product receive first priority status to ensure minimal downtime. Thermo's technical support staff fully addresses all productivity concerns related to customers' KeyTek systems. All parts, labor, software/firmware enhancements, and technician travel expenses are included. Provides total equipment service, and definitive maintenance cost control.

Performance CUSTOM SOLUTION

Customized plans tailored to meet specific customer requirements.

Performance PRECISION

NIST-traceable calibration performed by a certified Thermo Customer Technical Representative.

Please refer to chart on back cover for additional information on Thermo's Performance products.

Single Source, Total ESD & Latch-Up Test Solutions for Component Reliability

Experience the many benefits of working with recognized experts in the field of component reliability ESD and Latch-Up testing.

The goal of our Customer Technical Center is to support you with lifelong service – from applications support, calibration services and preventative maintenance scheduling to full tactical field support.

Thermo can help you reach the next level of success.

Performance Products for KeyTek ESD & Latch-Up Test Systems

Below is an overview of ESD & Latch-Up Performance products offered by Thermo's Customer Technical Center.

Service Features	Warranty Period	Performance EXTEND Warranty*	Performance PLUS Warranty**	Performance ESSENTIAL	Performance ADVANTAGE	Performance MANAGEMENT
Phone Support Coverage	9 X 5	9 X 5	9 X 5	9 X 5	9 X 5	9 X 5
Email Support	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Travel Expenses	N/A	Included for 1 calibration & 1 emergency visit	Included for 1 calibration & 2 emergency visits	Included for 1 calibration & 1 emergency visit	Included for 1 calibration & 2 emergency visits	Included
Emergency On-site Visits/Response	Best Effort	1 calibration & 1 emergency visit Response within 5 business days	1 calibration & 2 emergency visits Response within 3 business days	1 calibration & 1 emergency visit Response within 5 business days	1 calibration & 2 emergency visits Response within 3 business days	Unlimited – Response time within 48 hours
Parts Shipments	5 business days***	5 business days***	3 business days***	Within 5 business days***	Within 3 business days***	2 business days***
Parts Prices	Included	Included	Included	Included	Included	Included
Software/Firmware Fixes	Included	Included	Included	Included	Included	Included
Software/Firmware Enhancements	Uplift	Uplift	Uplift	Uplift	Uplift	Included
Calibration	Performed prior to shipment	1 included	1 included	1 included	1 included	1 included

*Available at time of purchase or within 60 days of ownership (please inquire about special pricing).

**Must be purchased prior to expiration of original warranty.

***Parts on critical spares list guaranteed; a copy of the list is available upon request.

Specialists who understand the challenges you face. Innovative ideas. Leading technologies. Breadth of ESD & Latch-Up test equipment. Thermo – your test solutions partner. Contact us today for details.

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