

# PLATIT'S LIFECYCLE MANAGEMENT



PLATIT® **11** - Series

# Service throughout the entire life cycle of your unit

At PLATIT, you enjoy service that leaves no questions unanswered. Whether you need spare parts or new cathodes, advice or upgrades: Our experts will make sure that your coating unit operates optimally at all times, ensuring that you achieve the best possible coating performance.



## Spare parts for your PVD unit

Unwanted downtime of your unit must be avoided, as it costs your company money and customer loyalty. For this reason, we place the utmost importance on the smooth supply of important spare parts.

Our central warehouses in the Czech Republic, Switzerland, the United States and China guarantee fast delivery times and short distances for the supply of a wide range of spare parts. The service teams at these locations can be reached via the hotline and always provide top-level support.

As our customer, you get access to our online service database, in which your PVD unit is already entered. Here, in addition to your technical advisor, you will also find detailed information on spare parts for your coating unit, exploded drawings as well as the service history and condition of your machine in order to facilitate targeted problem solving.

## Support solutions for rapid assistance with problems

Our mission is to support you in everything that concerns your PLATIT PVD coating unit. From the first questions asked shortly after installation to advice years later.

Training programs will help you and your staff take full advantage of the capabilities of your new PVD unit right from the start.

Our online service database is available 24/7 to provide quick and practical answers to frequently asked questions. In this way, many minor everyday hurdles can be quickly eliminated.

Through our hotline, our service technicians provide full support for more complex issues or difficult problems related to your unit. This extends to remote diagnostics, where our experts go through the process with you step by step to identify the source of the fault.

Of course, we will regularly be at your facility for maintenance if you engage us. At this time, many questions can be clarified, and processes improved if necessary.

Don't forget to ask about our service packages! These packages offer numerous advantages and ensure that your unit always receives the attention it needs.



## The Premium Plus package

One example is our Premium Plus package, which aims to increase OEE (Overall Equipment Efficiency). Over the term of the contract, the package includes:

- 24 months warranty
- 4 service technician visits incl. spare parts: 6, 12, 18 und 24 months after commissioning
- Complete support via hotline and internet
- All working hours and travel expenses of the service technicians.

For the first two years, the Premium Plus package guarantees maximum uptime for your coating system, maximum planning reliability, cost transparency, reduced maintenance costs, and improved performance with consistent coating quality.



## Upgrades and Retrofits for a long life of your unit

Like any high-tech unit, PLATIT's PVD units are continuously evolving and improving with each generation. With our upgrade programs, you can add new performance dimensions to existing coating units or bring the productivity of your system up to the latest state-of-the-art.

Retrofit measures allow you to technically rejuvenate unit components in a targeted manner and thus significantly extend the overall service life of the unit. Replacing components such as drives, pumps, sensors or controls can boost efficiency, making your PVD unit even more economical to run.

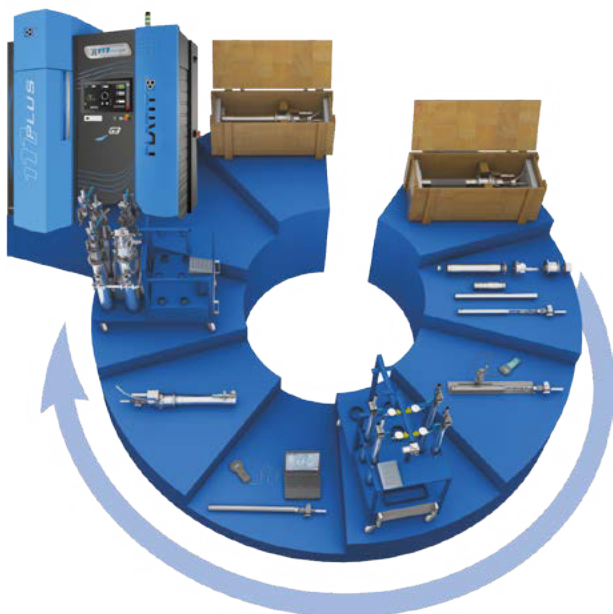


# Cathode exchange – uncomplicated and fast

For our customers we have organized the cathode exchange very conveniently. To avoid storage costs, we take care of the transport of new cathodes and the environmentally friendly recycling of your used targets.

We guarantee the first-class workmanship of the targets and their material quality. Our specialists will be happy to explain to you how the cathodes can be replaced quickly and safely.

By the way: All rotating cathodes in PLATIT's Pi coating units have a lifetime warranty if the cathodes are changed regularly at one of PLATIT's cathode exchange centers.



## 1 REPORTING

You notify us that a cathode needs to be replaced.

1

2

## NEW CATHODE

PLATIT will send you the new cathode within 24 hours.

3

## RETURN

After you receive the new cathode, return the old one to us.

4

## RECEIPT

Your old, used cathode is received by PLATIT.

5

## DISASSEMBLY

The used cathode is disassembled, and the target is recycled.

6

## REPLACEMENT

All wear parts are replaced to bring the cathode up to date.

7

## INSTALLATION

We check the mechanical functions and adjust the magnetic field to install the new target.

8

## TEST

After a long-term vacuum test, the cathode is tested under industrial production conditions.

## Cathode exchange centers – close to you

With service organizations in Europe, North America and Asia, we operate 4 Cathode Exchange Centers (CEC) worldwide.

One of them is also near you.

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