

## REGIONAL & SELF-SERVICE CUSTOMER SERVICE & SUPPORT

### RAPID TURNAROUND MINIMIZING EQUIPMENT DOWNTIME

#### SERVICE DESCRIPTION

We partner with our customers for the life of your Aligned Vision systems, and our operations and policies result in the lowest total cost of ownership (TCO) in the industry for laser projection and automatic inspection systems. Our globally distributed service centers and our support of self-service options ensure maximum uptime and greatest overall equipment effectiveness (OEE). Our regional and self-service choices complement our superior customer service operations to save you time and money compared to other vendors.



#### FEATURES AND BENEFITS

##### Regional service centers across the world

- Enables users to send systems to the closest of our service providers, a growing list that currently includes:
  - USA (Boston, Massachusetts)
  - Italy (Grottaglie)
  - South Korea (Seoul)
  - Russia (St. Petersburg; currently under embargo)
  - Turkey (Istanbul; coming in 2022)
- Avoids customs and overseas logistical delays
- Costs less for cal/cert or overhaul of Aligned Vision systems than systems of any other vendor
- Offers low-cost loaner units during servicing

##### Self-service support

- Enables customers with large fleets to perform cal/cert and service in-house
- Brings equipment onsite that your in-house metrology team is able to run
- Supports your system with field-replaceable lasers and galvos
- Saves costs and eliminates logistics and time associated with packing, shipping, and waiting for service to be performed

##### Lifetime technical support

- Enables immediate system operation typically after about a day of onsite installation and training
- Includes free, unlimited phone/email support for the life of the system
- Remains in effect: Aligned Vision has never withdrawn support of any projector model, no matter how long it has been in service

