



Support



On site support

Our technicians can support your tool on-site with a cost structure based on an individual hours contract or service package just for you.

<p>Your need</p>	<p>Your focus is to maximize the uptime and get the best performance out of your tools. Depending your individual situation, you may face one of the following needs:</p> <ul style="list-style-type: none"> ▪ Tool down situations requires immediate reaction; no time to wait until an Evatec Service Technician reaches your site ▪ For non-emergency situations you would still like on-site support from Evatec Service Technicians to solve the problem
<p>Our service</p>	<p>Our Technicians can support you at your site to recognize any issues at an early stage before they become more serious helping also to maintain overall system performance and uptime. We will provide you tailor-made on-site packages which suits your requirements the best.</p> <p>Results</p> <ul style="list-style-type: none"> ▪ 1st Level support from a certified Evatec Technician ▪ We will resolve your tool down situation faster and reduce the risk of future unplanned tool down situations to a minimum ▪ You will get a service report with detailed problem statement and solution
<p>Your benefit</p>	<p>As a result of our quick intervention we can solve your tool down situation and/ or perform an error analysis for a specific on-site intervention. Generally, your benefit is:</p> <ul style="list-style-type: none"> ▪ Having a trained Evatec service engineer on-site, means that you have immediate access to equipment knowledge and troubleshooting advise ▪ Improved reliability of the tool with a reduction of downtime ▪ Security of planning and reduced costs ▪ On the job training for your staff while they work with our engineers together ▪ Quick help for software analysis and operator error ▪ Direct contact with our experts
<p>Want to know more?</p>	<p>We offer on-site support as a stand-alone service – available with block hours packages, 8/5, 8/7, 12/5 or 24/7 – and can bundle it with other services.</p> <p>Send an email to our global service office at cs.global@evatecnet.com or contact your local sales and service office at https://evatecnet.com/about-us/sales-service/</p>