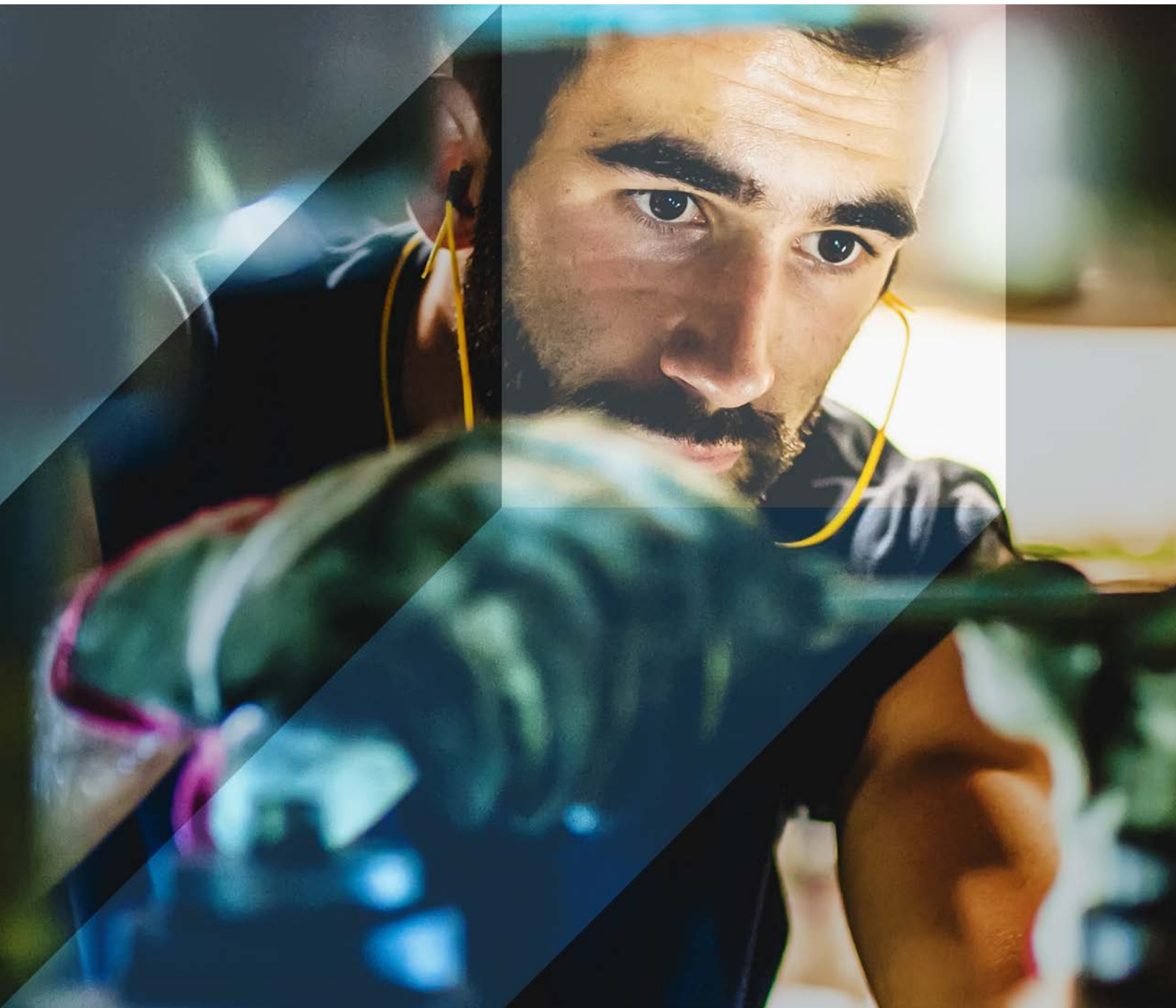


ADVANCED ENERGY GLOBAL SERVICES

Providing the highest quality repair and innovative custom solutions
to maximize tool uptime and performance throughout the product lifecycle





Advanced Energy Global Services

Only AE combines best in-class quality with flexible programs and fast turnaround time

Best-in-Class Global Service Support

Maximize productivity and reduce total cost of ownership with world-class support for every stage of the product lifecycle. Advanced Energy's (AE) service offerings are based on more than three decades of precision power, thermal imaging, and pyrometry expertise. We think beyond standard service models to develop our world-class service support. By combining years of historical field data and a vast library of feature-set improvements, we can prevent potential failures and extend the life of your tools.



RELIABILITY

- All repairs, refurbishments, and conversions are completed with new AE qualified parts to return your product to its original specifications and provide high mean time between failure
- Our fully trained and experienced technicians follow AE's stringent test procedures to ensure that serviced products meet the same specifications as new products and provide the highest quality performance
- AE's proprietary test equipment and software with advanced diagnostics produce the most reliable repairs in the industry, reducing failure rates and downtime



SPEED

- With over a dozen service locations worldwide, AE provides superior responsiveness and local expertise
- Reach our talented support staff 24 x 7 x 365 across the globe
- Reduce downtime with quick responses, fast cycle times, and reliable quality



CUSTOMIZED SOLUTIONS

- Flexible service options to support changing needs throughout the product lifecycle
- Personalized service directed to your unique, technical circumstances, and processes
- Continuous improvement of our products and processes to keep repair costs low and optimize your tool productivity

Service and Support Options for Every Stage of the Product Lifecycle

Whether installing your first product, repairing a unit, or upgrading a mature tool, our extensive service capabilities and expertise match your requirements, no matter where you are at in the product lifecycle.

- SERVICE AGREEMENTS**

Reduce annual maintenance costs and simplify forecasting by building a custom service agreement into your annual operating plan.
- REPAIR / CALIBRATION**

Our worldwide service centers provide fast cycle times, use only AE-qualified parts, and follow the original product's specifications and test procedures for the highest quality repair or calibration.
- EXTENDED WARRANTIES**

Whole-box extended warranties are available for new or used products, units approaching their warranty expiration and repaired units.
- EXCHANGE PROGRAMS**

Set up a custom exchange program of managed spares to reduce capital equipment investment and minimize downtime associated with routine maintenance and repair.
- TECHNICAL SUPPORT**

Whenever you need us, you can reach our talented support staff 24 x 7 x 365 across the globe. We respond quickly to every situation, perform with world-class excellence, and insist only on the highest quality standards.



- TRADE IN**

Leverage your original investment and reduce the cost of a new unit by trading in your old unit.
- CONVERSION**

Convert your outdated AE unit to a newer version to extend product life and add new features for a fraction of the cost of a new purchase.
- RETROFIT**

Replace existing, aged, discontinued, or unrepairable devices of any make and model with a new, drop-in solution, which is transparent from a specification and operation standpoint.
- UPGRADES/ENHANCEMENTS**

Take advantage of the latest engineering innovations to optimize long-term product performance. Add custom-engineered solutions to utilize new feature sets and functionality.
- REFURBISHMENTS**

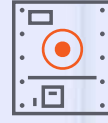
Extend product life and reduce mean time between failure by replacing time-dependent components during reactive or preventative maintenance. Get the performance you would expect at the time of original manufacture for a fraction of the cost of a new unit.

Additional Service Offerings



Used Equipment

Advanced Energy offers certified used equipment to meet your needs without breaking the bank. We retest and rebuild all used equipment back to working order in our state-of-the-art facilities.



Calibration

Advanced Energy offers fully equipped, expertly staffed laboratories to ensure your equipment is calibrated regularly and operating within its standard for precision. We meet or exceed national calibration standards, keep you informed of test results, and track your equipment's calibration history.

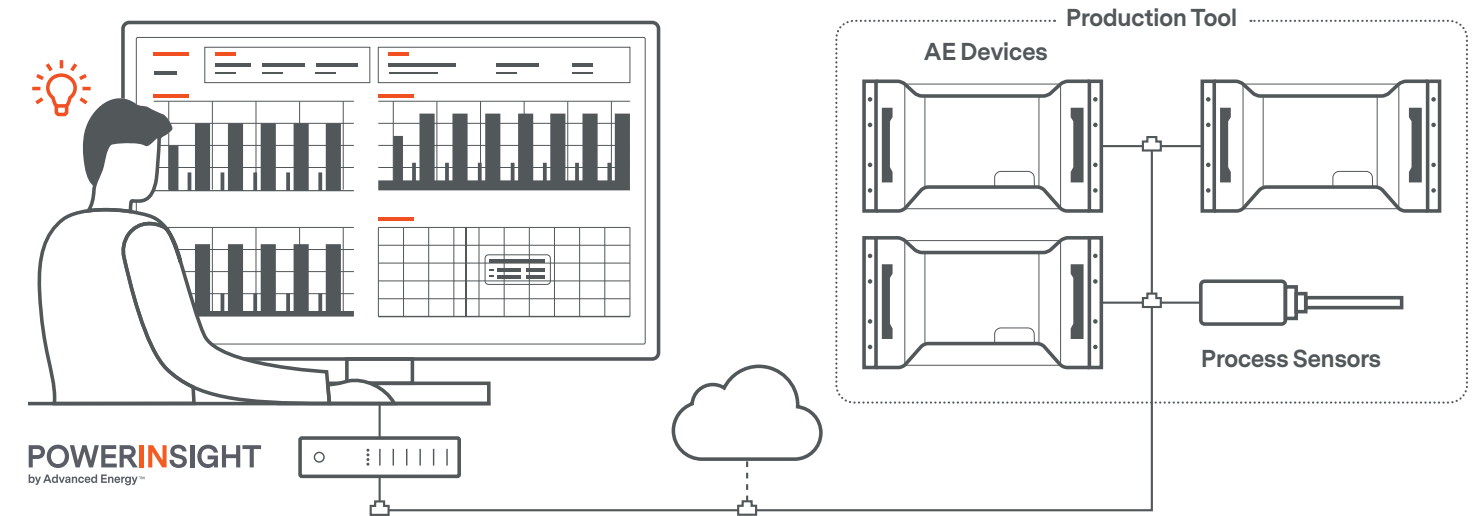


PowerInsight by Advanced Energy™

PowerInsight by Advanced Energy offers unparalleled access and insights into your power delivery system data. Gather comprehensive data sets, analyze and translate it into meaningful insights, and take advantage of modern data science, machine learning, and advanced analytics to expertly refine your process.

With these improved data monitoring techniques, you can:

- Improve yield and reduce unwanted downtime
- Take advantage of decades of AE power delivery expertise and bring new insights to existing data sets
- Supplement your existing systems with focused power delivery diagnostics



SmartFlex™ Financing Program



Our SmartFlex financing program allows you to take advantage of the newest AE products and start benefitting from increased efficiency, productivity, and reliability today. Flexible financing terms of 12 to 72 months are offered with little or no money down. A full warranty is provided over the length of the financing term, reducing your monthly maintenance costs significantly.

AE Service Center Locations



AE Fort Collins, Colorado
+1.970.221.0108

AE Georgetown, Massachusetts
+1.978.352.9100

AE Littlehampton, UK
+1.970.221.0108

AE Germany, Metzingen
+49.7123.9690

AE Xi'an, China
+86.21.58997915

AE Korea, Sungnam
+82.31.777.9191

AE Japan, Tachikawa
+81.42.512.8440

AE Vancouver, Washington
+1.360.694.7871

AE Milpitas, California
+1.408.281.7772

AE Taiwan
+886.2.8221.5599

AE Shenzhen, Main Factory
+86.755.26728187

AE Israel
+1.970.221.0108

AE Singapore
+65.6561.6482

Take advantage of one of Advanced Energy's many global service centers.

With over a dozen service locations around the world, we're well-positioned to support our global customers wherever they are.

Our Brands

Support Contacts

We're always happy to help. Whether you need on-site training, application consulting, or technical assistance, our global services team is dedicated to providing the right support.

Visit our website for full international service center location contact information.

Phone

+1.970.221.0108

Email

technical.support@aei.com





For international contact information,
visit advancedenergy.com

technical.support@aei.com
+1 970 221 0108

ABOUT ADVANCED ENERGY

Advanced Energy (AE) has devoted more than three decades to perfecting power for its global customers. AE designs and manufactures highly engineered, precision power conversion, measurement and control solutions for mission-critical applications and processes.

AE's power solutions enable customer innovation in complex semiconductor and industrial thin film plasma manufacturing processes, demanding high and low voltage applications, and temperature-critical thermal processes.

With deep applications know-how and responsive service and support across the globe, AE builds collaborative partnerships to meet rapid technological developments, propel growth for its customers and power the future of technology.

PRECISION | POWER | PERFORMANCE

Specifications are subject to change without notice. Not responsible for errors or omissions. ©2019 Advanced Energy Industries, Inc. All rights reserved. Advanced Energy®, AE® are U.S. trademarks of Advanced Energy Industries, Inc.