



Solutions for a nanoscale world.™

We would like to draw your attention to the importance of regular maintenance and servicing to keep your instrument working and in first class condition for many years. Therefore, we are pleased to be able to offer you a wide selection of service contract options listed below.



Ensure your metrology instrument is in peak condition with one of Veeco's service programs

BRONZE	SILVER	GOLD	PLATINUM
<p>A. Routine preventative maintenance visit carried out in accordance with laid down work instructions.</p> <p>B. Telephone Support.</p> <p>C. No spare parts or consumables are included, however a 20% discount will be given off Veeco List Price for all spare parts used during the duration of this contract.</p> <p><i>Note:</i> Consumables are charged at Veeco List Price</p>	<p>A. BRONZE +</p> <p>B. A service fault call-out: Average response time 24hrs during covered hours. All travel and associated expenses are included.</p>	<p>A. SILVER +</p> <p>B. All defective parts will be either replaced or repaired at no cost.</p>	<p>A. GOLD +</p> <p>B. Unlimited service fault call-outs including associated travel time and expenses.</p> <p>C. One day applications training including associated travel time and expenses (non applicable to DEKTAK products).</p> <p>D. All spare parts used during the PM and the service fault call-out visits will be replaced at no cost. Consumables are charged at Veeco list price.</p>
BRONZE Premium	SILVER Premium	GOLD Premium	
<p>BRONZE +</p> <p>One day on site user training. This training will be performed following the PM, during the same visit.</p>	<p>SILVER +</p> <p>One day on site user training. This training will be performed following the PM, during the same visit.</p>	<p>GOLD +</p> <p>One day on site user training. This training will be performed following the PM, during the same visit.</p>	

Best effort to provide customers with loan parts in the event of any faulty items having to be sent to the USA for repair. Notes: Specifically excluded from the Service agreement are the repairs resulting from operator error, misuse, accident or negligence, and will be charged at the normal Veeco rate of £100/hour, plus spare parts being charged at Veeco List Price. External computer accessories such as monitors and printers are excluded. Vibration Isolation Tables (if applicable) and all third party parts/components are also excluded. An inspection maybe required if either options C or D are taken. Pulsed Force Mode is NOT included. Covered hours are between the hours of 9am to 5pm Monday to Friday. Bank Holidays are not covered. All prices are exclusive of VAT and the quotation is valid for 30 days.

United Kingdom
Clive Nottingham
 +44 (0) 1954 233 900
support@veeco.co.uk

France
Rafaël Barbattini
 +33 (0) 1 64 59 35 20
support@veeco.fr

Germany
Kurt Pildner
 +49 621 842 100
support@veeco.de

Our European Probe centre can be reached at: www.veeco-europe.com

E-mail Technical probe questions: probes@veeco.fr E-mail Sales related: orders@veeco.fr