

OUR COMMITMENT TO WORLD CLASS CUSTOMER SUPPORT

POLY-FLOW Engineering, LLC, is committed to providing world-class levels of after market support for our entire product line. Our staff will provide the fastest and most accurate support possible for POLY-FLOW systems installed in your FAB. Our integrated team of managers, engineers, technicians, and sales staff ensure you get the support you need, when you need it.

■ Off Hours Support

Our emergency hotline is available 24/7 if you have a hard down tool situation. Our operators are standing by to direct your request to one of our qualified technical support team members. With our comprehensive escalation plan, you can be sure to receive the fast response you need to keep your FAB running smoothly. Visit www.polyflow.com for our emergency hot line phone number, as well as key contact personnel that can assist you.

■ Fast Dispatch Guarantee

POLY-FLOW is pleased to offer one of the fastest dispatch guarantees in the industry. If your system is hard down, POLY-FLOW can dispatch a qualified Field Service Engineer within 24 hours to your FAB location anywhere in the world. In addition, critical spares are stocked and ready to ship within hours of a request.

■ Safety & Security

POLY-FLOW Engineering is the industry leader in safety for wet process equipment utilized in the semiconductor processes. For more than 30 years, our philosophy has always been to never cut corners when it comes to operator safety or FAB security. We pioneered PVDF piping systems, spray technologies, electrical interlocks, and FM-4910 materials. We were one of the first manufacturers to provide full CE compliance for our customers in Europe. As a long term SEMI Safety Board member, POLY-FLOW is a name you can trust. You know you are making the right selection when you purchase a POLY-FLOW wet process system. For details on our commitment to safety, please review our Product Safety Guide that can be found on our web site www.polyflow.com.

To extend our safety commitment beyond initial delivery of our systems, we now offer SAFETY AUDITS for any vintage system. A qualified Field Service Engineer will visit your site and perform a comprehensive evaluation of your system. The FSE will deliver a detailed report clearly explaining any items that need to be brought back into specification to keep your system running safely. In addition, upgrades to meet the latest SEMI requirements are available for many older systems. Simply contact one of our sales or service team members for details.

■ Process & After Market Support

Process requirements can change quickly in today's competitive marketplace. Why purchase a new system when it may be possible to upgrade your current POLY-FLOW

system to meet your FAB's latest requirements? We will visit your site and perform a comprehensive evaluation of your system based on your current needs. Our detailed report may reveal that you need only a control, chemistry or a fixturing update to avoid a new equipment purchase.

■ Training & Support

As engineers and technicians are transferred from module to module within your FAB, you may find your POLY-FLOW equipment experts have moved to another department, leaving you without the daily support for system operation, programming and/or preventive maintenance. We understand this frustrating situation. We are staffed and ready to send a technical trainer to your site whenever the need arises. We offer three levels of training, each including written materials and hands-on training. Please visit our web site or contact our sales team to schedule your on-site training seminar today!

■ Periodic Site Visits & Preventative Maintenance

Overdue on PMs for your POLY-FLOW systems, but you want to keep the warranty valid while meeting your FAB's safety and process requirements? Avoid downtime by taking advantage of our periodic site visits perfectly matched to the complexity of your system. We provide the parts and labor you need to keep your systems running safely and trouble free. We also offer full-time site contracts providing complete system support, from PMs to Process. Call for details!

POLY-FLOW Engineering's wet process equipment is backed by one of the best warranties and customer support in the industry!



Upgrade your POLY-FLOW system to our latest touchscreen PC.
Contact us for details.



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