



2017

Worldwide service
and support program

Customer Service Offerings

Vapor Tech Service & Support Services



Introduction	2
Vapor Tech Customer Service Offerings	3
Ready to Support Your Needs.....	4

Introduction

Great coating equipment isn't enough

Keeping the systems up and running and maintaining their quality and performance is critically important.

Vapor Tech coating system owners know they chose the right partner for their coating system needs. In addition to the high-value surface finishing capabilities of Vapor Tech coating systems, owners have confidence in the knowledge that their valued asset is supported by a skilled, highly responsive and experienced worldwide service and support group. The partnership picture is complete with Vapor Tech Customer Service and Support to help keep their systems running at optimum productivity levels.

Vapor Tech also offers the following services and products to keep your systems operating at peak performance:

- Worldwide Service Support
 - Service engineers with the skills and tools needed to keep your system running quickly and efficiently
- Spare parts warehouse and logistics to ship worldwide
 - Most orders ship next day
- Extensive technical knowledge base
 - Skilled service engineers to help you troubleshoot over the phone or email
- Training programs tailored to your system and coating requirements

Over a century of cumulative system support experience with systems located around the world means you can have confidence that Vapor Tech will help keep your systems running and productive.

Experience - your indispensable resource

As a global leader in vacuum deposition technology with systems installed around the world, Vapor Tech is continually developing services and products to help customers get the most from their investment. The result of these efforts goes beyond high-value coatings, which make your products last longer, work better and help differentiate them from the competition. Vapor Tech also supplies spare parts, consumables, and supports the equipment in the field. Our aim is to help customers with comprehensive know-how and field



Inventory

On-hand inventory of Zirconium targets. Our parts warehouse stocks consumables and parts for rapid deployment to our customers.



Comprehensive R&D Laboratory

Fully-equipped R&D lab supports coating development, system enhancements, technical support and trouble-shooting.

support experience. Services include periodic maintenance, upgrades, technical support, and troubleshooting.

You benefit from a comprehensive set of services and products which are important throughout the process of planning, installation, and ongoing operation of your Vapor Tech equipment. Vapor Tech's Customer Service Organization includes expert engineers and technicians ready to support your coating system and operation.

Vapor Tech coating systems are relied upon to create finishes for numerous major brand names worldwide. These companies count on Vapor Tech finishes to represent key brand quality attributes from functionality, appearance, to reliability, and durability. With Vapor Tech Customer Service and factory qualified spares you ensure that your equipment will run at peak efficiently and deliver consistent, high-quality product each day.

Vapor Tech Customer Service Offerings

Parts:

- Delivery for all spare parts and consumables for Vapor Technologies equipment
- Spare parts warehouse stocked with factory qualified parts
- Spare parts catalogs for each system
- Repair services and logistics support
- Express delivery with most orders shipping the same day



On-site parts inventory for rapid response
Spare parts inventory assures availability for rapid shipment to customers.

Technical support:

- Advice and troubleshooting via telephone, email and on-site
- Remote diagnostics and control for fast troubleshooting and updates
- Professional on-site support for installations, periodic maintenance, upgrades and repairs
- Software updates via remote access
- Service and applications engineers available for deployment worldwide
- Engineers deployed to your site in as little as 24 hours

System enhancements:

- Upgrades and retrofits
- Latest developments in coating technologies
 - Custom film development
- Fixtures
- Accessories

Customer Service Offerings

Vapor Tech Service & Support Services



- Calibration and replacement service for control hardware
- Service agreements
- Custom training programs

Ready to support your needs

Our service base is located in the US and supports installations worldwide. Visit our website, drop us an email or call to find out more about how Vapor Tech can support your needs.

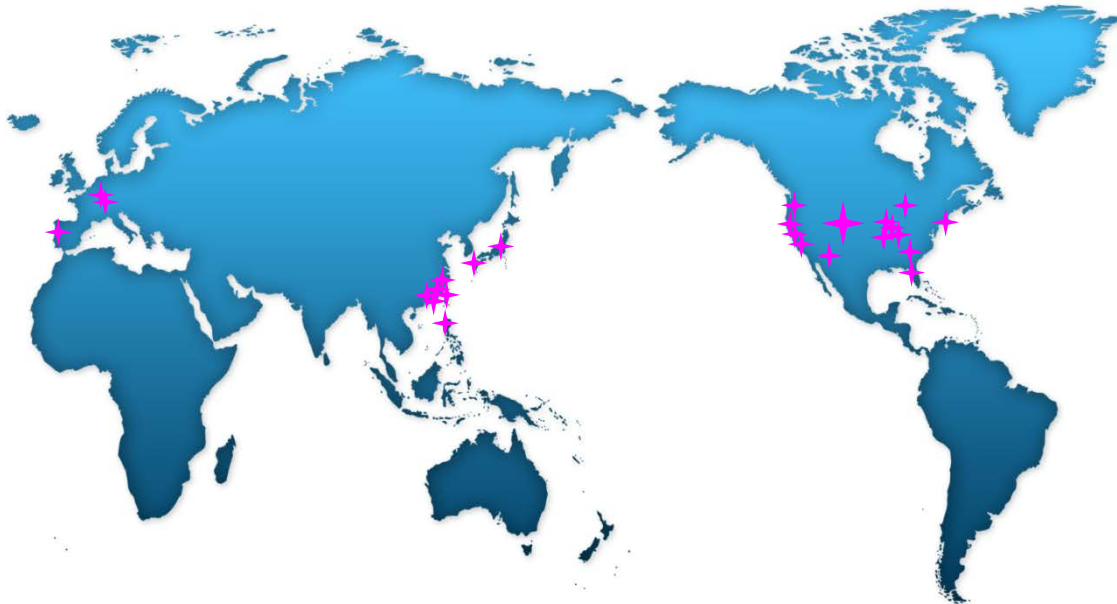
service@vaportech.com

303.652.8500



Vapor Tech Headquarters

Vapor Tech is a division of Masco Corporation. We provide the agility and strength of a multi-billion dollar company.



Vapor Tech Worldwide

Vapor Tech systems are in operation in major geographical manufacturing centers around the world. Our central U.S. location supports rapid response to customer needs for parts, on-site visits from skilled technicians, and from our R&D and troubleshooting team.