

Customer Support Service Offerings

Customer Support Service Programs

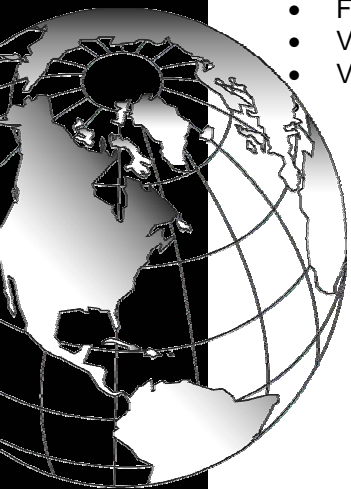
Varian Semiconductor offers a variety of support packages designed to fit the needs of any semiconductor manufacturer. We know that every facility differs and that support requirements differ as well. With Varian Semiconductor's Tiered Service offerings, you can specify the level of coverage needed to keep your facility and its manufacturing systems running smoothly and cost effectively.

Tiered Service allows you to supplement your own support staff in whatever way meets your requirements. Varian Semiconductor field engineers have graduated from the most comprehensive training program in the industry and have more total experience than any other semiconductor equipment supplier service team. They are equipped to access key support data and technical expertise directly from the factory, 24-hours a day and they are empowered to respond to your needs quickly and cost effectively.

Upon review if you have any questions please contact Business Development of local Field office.

Summary of Service Program Options:

- Service Contract Offerings
- Billable field service options:
 - Field Paid service
 - Uptime Guarantee
 - Scheduled Service/Preventative Maintenance
 - Performance Evaluations
- Off-shift pager coverage
- Blocks of Paid Service Time
- Non-Consumable Parts Contract
- Uptime Plus Spare Care Program
- Fab Specific Parts Planning (FSPP)
- Varian Managed Inventory (VMI)
- Varian Paid Repair Service



Service Contract Offerings

Description of Services	Platinum***	Gold	Silver	Silver Lite
On-site engineer	■	▲		
Unlimited labor visits	■		▲	
Emergency non-consumable parts*	■		▲	▲
Service response with in 24 hours	■		▲	▲
Scheduled service (5 visits)**	■			▲
Supplemental non-consumable parts	■	■		
Consumable parts	■	■		
Uptime Plus (PM's)	■	■	■	■
* Excludes tandetrans, pumps, cryo's and turbo's ** Not to exceed 3 days *** Platinum contract fully customizable ▲ Included in contract ■ Optional service at additional charge				

All consumable and non-consumable parts must be supplied by VSEA

Various add-on options may be requested when quoting service programs in addition to **FABcare plus**. Any deviations from the defined options specified will require price authorization from the Business Development Manager.

PLATINUM SERVICE: A **FABcare plus** package offering. Varian customized per customer requirements.

- Varian will dedicate as many on-site engineers as necessary to provide 24x7 full service coverage for the tools under contract (priced per tool)
- Labor will be performed by Varian in accord with the terms and conditions of the Service Program Agreement
- The term of this agreement must be for a 12 month period of time or greater
- A supply of emergency non-consumable parts is included
- Daily, weekly, monthly, and annual PMs are covered
- All unscheduled service and troubleshooting
- Training assistance to operators and engineers provided, including modular training
- Full inventory management provided
- Equipment monitoring, tracking, and planning provided
- Direct factory linkage provided
- Consumable parts program available

GOLD SERVICE: A **FABcare plus** package offering.

- Varian will dedicate on-site engineers for any shift (priced per tool and shift)
- Labor will be performed by Varian in accord with the terms and conditions of the Service Program Agreement
- The term of this agreement must be for a 12 month period of time or greater
- A supply of emergency non-consumable parts is an additional contract option
- Daily, weekly, monthly, and annual PMs are covered depending on quantity of engineers contracted
- Unscheduled service and troubleshooting
- Training assistance to operators and engineers provided, including modular training
- Full inventory management provided
- Equipment monitoring, tracking, and planning provided
- Direct factory linkage provided
- Consumable parts program available

SILVER SERVICE: A FABcare *plus* package offering.

- Varian will dispatch a Field Engineer (FE) to visit the customer site within 24 hours of an emergency during Varian's regular business hours
 - ◆ A visit is defined as a single problem
- There is no limit to the service engineer's time (including travel time) to be supplied during the visit
- Labor will be performed by Varian in accord with the terms and conditions of the Service Program Agreement
- The term of this agreement must be for a 12 month period of time or greater
- A supply of emergency non-consumable parts is included
- Unscheduled service and troubleshooting
- Training assistance to operators and engineers provided
- Direct factory linkage provided

SILVER LITE SERVICE: A FABcare *plus* package offering.

- Varian will dispatch a Field Engineer (FE) to visit the customer site when the customer contacts a field service office during Varian's regular business hours 5 times a year
 - ◆ A visit is defined as a single problem, not to exceed 3 days
- Coverage provides the availability of one (1) service engineer to respond to the customer site on a best-efforts basis (typically within 24 hours).
- Labor will be performed by Varian in accord with the terms and conditions of the Service Program Agreement
- A supply of emergency non-consumable parts is included
- Training assistance to operators and engineers provided
- Direct factory linkage provided

Billable Field Service Options

FIELD PAID SERVICE: A post-warranty service.

- Varian will dispatch field engineers to the customer site when the customer contacts a field service office during Varian's regular business hours
- Coverage provides the availability of one (1) service engineer to respond to the customer site on a best-efforts basis (typically within 24 hours).
- Actual work hours charged in accordance with Field Paid Service pricing
- Travel time charged in accordance with Field Paid Service pricing

UPTIME GUARANTEE: Available with Platinum and Gold 24x7 FABcare *plus* package offerings.

- Contact the Business Development Manager for details and assistance with this incentive based service commitment

SCHEDULED SERVICE: Service program not required

- Scheduled Service can be used for activities such as:
 - ◆ Preventive Maintenance (PM)
 - ◆ Supplemental FEs Supporting Peak Vacation Periods
- Labor shall be performed by Varian during its normal working hours in accord with the terms and conditions of the Service Program Agreement
- Varian will make available 1 service engineer for up to 3 consecutive days during a scheduled event
- Contact the Business Development Director for pricing
- Customers without a published Service Program in effect shall be billed for travel charges as defined in the Customer Support Service Program Price List

PERFORMANCE EVALUATIONS: Service program not required.

- Varian will evaluate and record functional system operation data providing a detailed analysis of the results
- Labor shall be performed by Varian during its normal working hours in accord with the terms and conditions of the Service Program Agreement
- Customers without a published Service Program in effect shall be billed for travel charges as defined in the Customer Support Service Program Price List

Off Shift Beeper Coverage

Service program not required.

- Only available for customers located within 50 miles of the nearest Customer Support Center
- Coverage provides the availability of one (1) service engineer to respond to the customer site, during the time frame specified, within four 4 hours of notification
- Availability annually charged by shift and product line:
 - ◆ Shift 2: 5:00 PM to 1:00 AM (17:00 - 1:00) excluding Saturday, Sunday, and Varian holidays
 - ◆ Shift 3: 12:00 AM to 8:00 AM (0:00 - 8:00) excluding Sunday, Monday, and Varian holidays
 - ◆ Shift 4: 8:00 AM to 8:00 AM (8:00 - 8:00) excluding Monday through Friday and Varian holidays
 - ◆ CWW: 12 hour days
 - ◆ Actual work hours charged in accordance with Field Paid Service pricing
- Travel time charged in accordance with Field Paid Service pricing
- Materials coverage based on applicable service program or system warranty in progress

Blocks of Paid Service Time

Service program not required

- Customized offering tailored to customer install base and requirements
- Varian will provide discounted blocks of paid service time valid one year from the issue date
- Coverage provides the availability of one (1) service engineer to respond to the customer site, during the time frame specified, within 24 hours of notification
- Varian will dispatch a field engineer to the customer site when the customer contacts a field service office during Varian's regular business hours
- Travel will be charged in accordance with Customer Support Service Program

Non-Consumable Parts Contract

Available with Platinum and Gold FABcare *plus* package offerings. Varian will provide emergency non-consumables under this (1 year or longer) contract.

Uptime Plus Spare Care Contract

Service program not required

- Provides an economical solution for safely storing spare assemblies in a "Ready to Install" condition and prevents damage while stored in stockrooms
- Spare assemblies are refurbished, baked out and pumped down in a "Ready to Install" state to help increase vacuum recovery time upon installation
- Uptime Plus – Varian will schedule, in consultation with the customer, major PM activities defined as Uptime Plus Modules. Activities will be performed and supervised by Varian, with direct participation of the customer's maintenance technicians in accordance with the terms and conditions of Uptime Plus, and the Service Program Agreement.

Fab Specific Parts Planning (FSPP)

Service program not required

- A VSEA consumable parts program to forecast and continuously work with customer to adjust consumable parts orders, shipments and inventory levels to match production requirements. (consumables only)
- A basic 4 step process is followed:
 - ◆ A Business Development Representative establishes a Customer Profile, based on customer's installed base, equipment configuration, utilization, and process,
 - ◆ A general parts list is then provided to the customer for review and feedback.
 - ◆ Varian's Business Development Representative and the local Field Engineer refines the parts list, with the customer's input, and re-submits the list to the customer for final review
 - ◆ Upon completion of the list, a schedule is set up with the customer. To ensure satisfaction, a primary and secondary contact is established by both Varian and the customer

Varian Managed Inventory (VMI)

Service program not required

- A VSEA total spares program to accurately and administratively manage customer inventory and all activities related to reviewing usage and planning, to managing replenishment and logistics. (consumables and non-consumables)

Varian Repair Depot

Service program not required

For those customers with spare assemblies VSEA offers a paid repair service:

- \$300.00 fee for failure analysis
 - Part will be evaluated and an estimate provided and fed back to you for evaluation and approval before work is completed. If work is approved the initial analysis fee will be credited toward the repair.
- Return Authorization must be obtained from VSEA customer Care prior to shipping any parts
- VSEA reserves the right to deem a unit unrepairable based on abuse or excessive damage