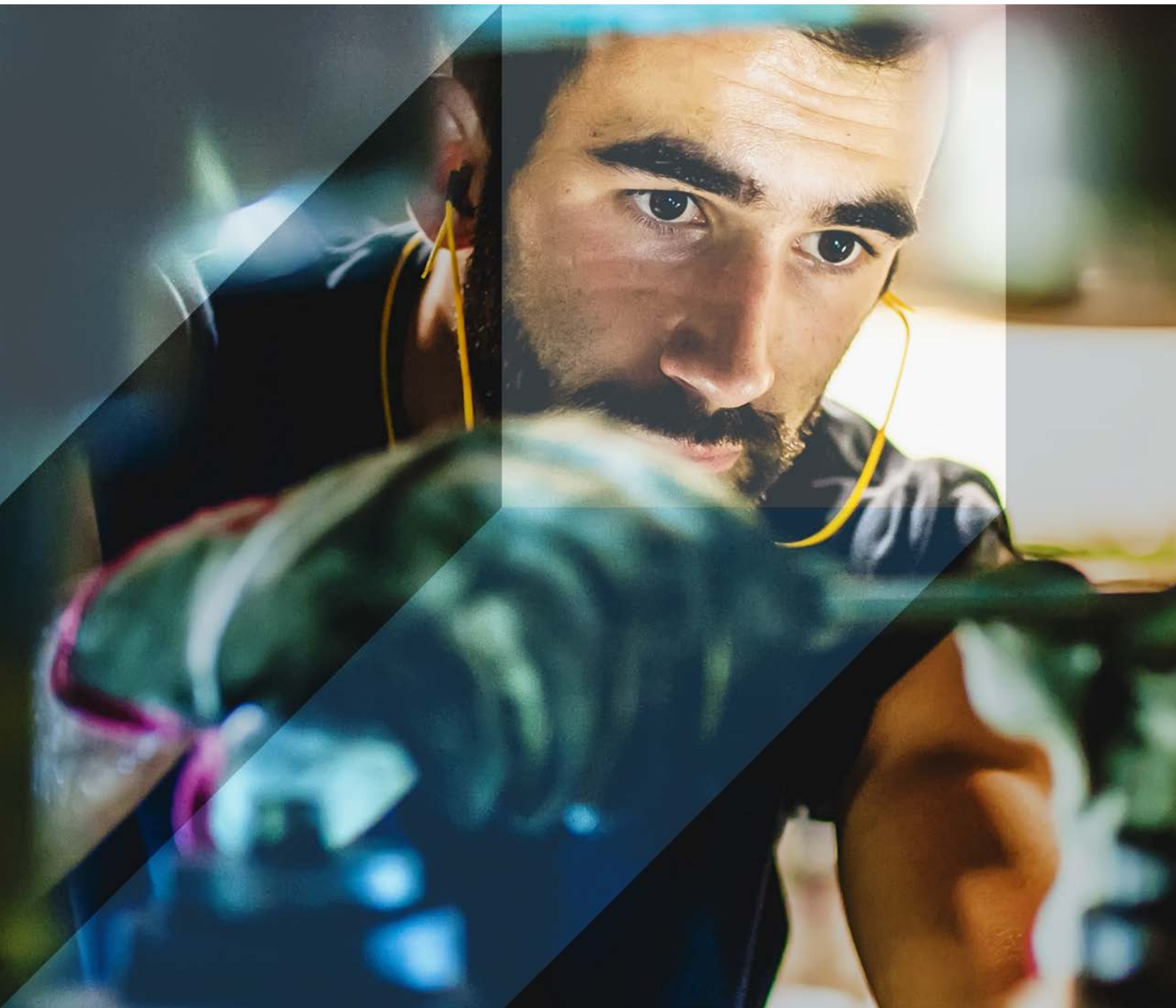


# ADVANCED ENERGY GLOBAL SERVICES

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.



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

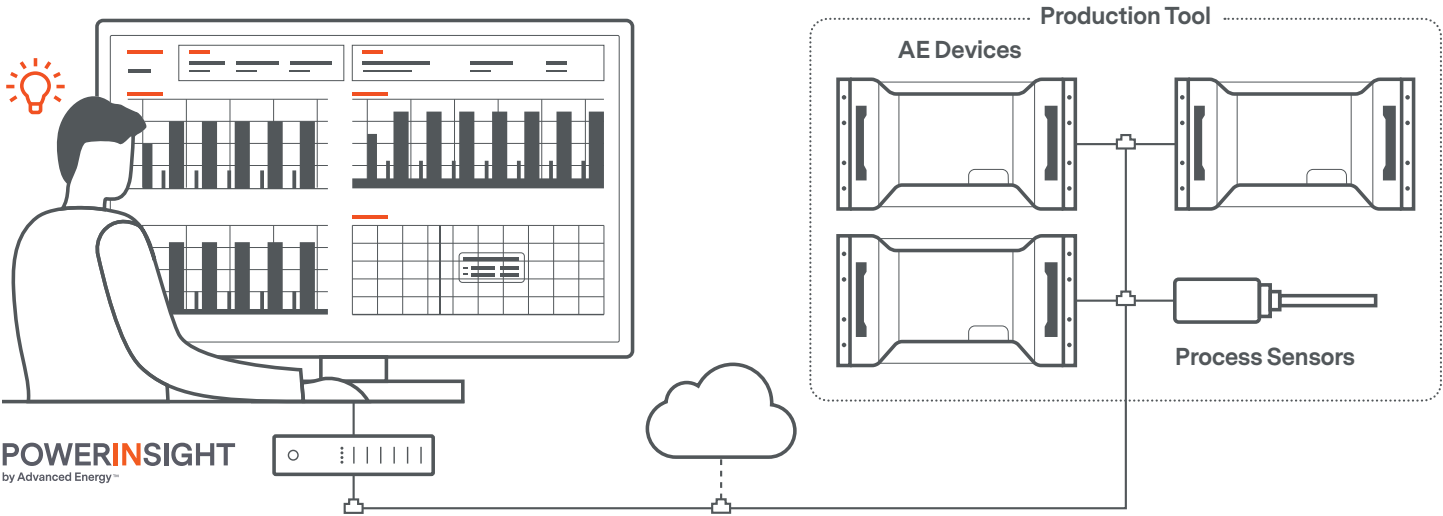
Advanced Energy offers fully equipped, expertly staffed laboratories to ensure your equipment is calibrated regularly and operating within its standard for precision. We meet or exceed national calibration standards, keep you informed of test results, and track your equipment’s calibration history.



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



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](mailto:technical.support@aei.com)**





For international contact information,  
visit [advancedenergy.com](http://advancedenergy.com)

[technical.support@aei.com](mailto: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

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