



BeneqCare™

BeneqCare offers tailor-made service plans that help you maximize the uptime of your Beneq ALD tool. From extended warranties and training services to remote or onsite support, choose from a wide range of service modules to suit your operations. BeneqCare provides versatile support and service plans that grow with your business.

- Maximize utilization
- Ensure reliable throughput and quality
- Reduce unplanned maintenance
- Fast support starting from 6 hours upon request
- Cost-effective spare part options
- Maximize tool lifetime value

TECHNICAL SUPPORT SERVICES Accessible support levels for your ALD tool. Instant support response available in 6 hours or next-day response in 24 hours, depending on your needs. Remote support options can also be added on.

SPARE PART SERVICES Flexible options for spare parts services offer cost-effective approaches for optimizing availability. All BeneqCare customers also enjoy benefits on original Beneq spare parts with a 5% discount on all parts orders.

ONSITE SERVICES On-site maintenance options to ensure reliable throughput. BeneqCare options include preventative maintenance, corrective maintenance, on-site Beneq engineers, and even user and maintenance training for your personnel.





BeneqCare™ Customization Options

Each Beneq ALD tool has a recommended BeneqCare package, but options can be customized to ensure support and service levels match specific business needs.

Service Type	Service Level Options
TECHNICAL SUPPORT SERVICES	Next-day or 6-Hour support response Remote support AR Remote support VPN
SPARE PART SERVICES	Spare part pool service Beneq-managed on-site stock
ON-SITE SERVICES	Preventative maintenance Corrective maintenance Beneq on-site engineer User and maintenance training
ADDITIONAL SERVICES	Extended warranty services Customer-specific services (on request)

BeneqCare for your product

UNIVERSITY AND R&D: TFS 200, TFS 500, R2

SEMICONDUCTOR MANUFACTURING:

Beneq Transform© 300, Beneq Transform© and Beneq Prodigy™

BATCH PRODUCTION: P400A, P800, P1500

Please send your inquiry to service@beneq.com.

