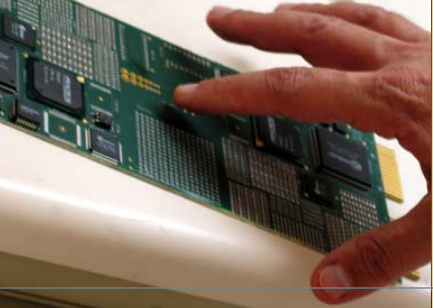




## Speedline Protect Services

A comprehensive offering of support, optimization, and training services provides Speedline customers with the highest equipment uptime and ROI.



## GLOBAL SUPPORT SERVICES

### PROTECTION PLUS PROGRAM

Maximize the availability of your production assets with Speedline's Protection Plus program. Our most comprehensive service plan provides complete coverage for all your equipment needs. For a minimal investment, Speedline Customer Support will keep your equipment up and running. A 12-month agreement is available for individual machines or can include multiple machine coverage. This total customer care package includes:

- Parts (excluding consumables)
- Labor and travel expenses, as required, to replace or repair faulty or defective parts or workmanship, in accordance with the original machine warranty.
- Service scheduling priority.
- Standard next-day shipping for replacement parts, subject to part availability.
- Telephone Technical Support, 24/7/365
- Special discounts on:
  - After hour and weekend labor rates
  - Preventative Maintenance programs
  - Upgrade kits
  - Additional Speedline service offerings

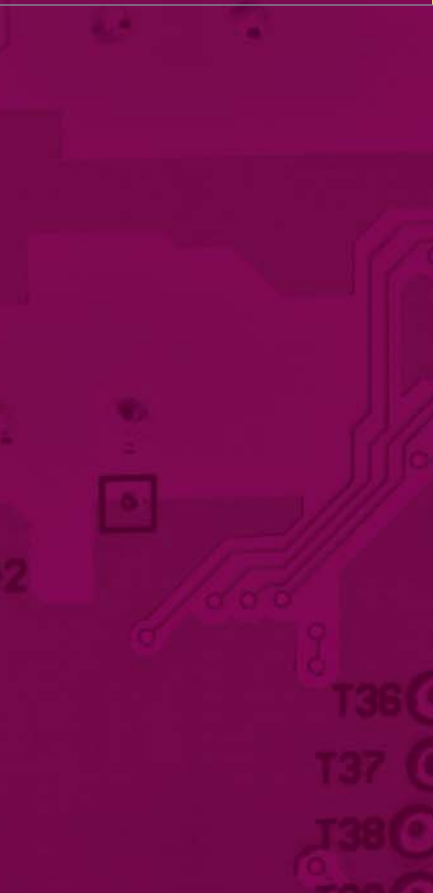
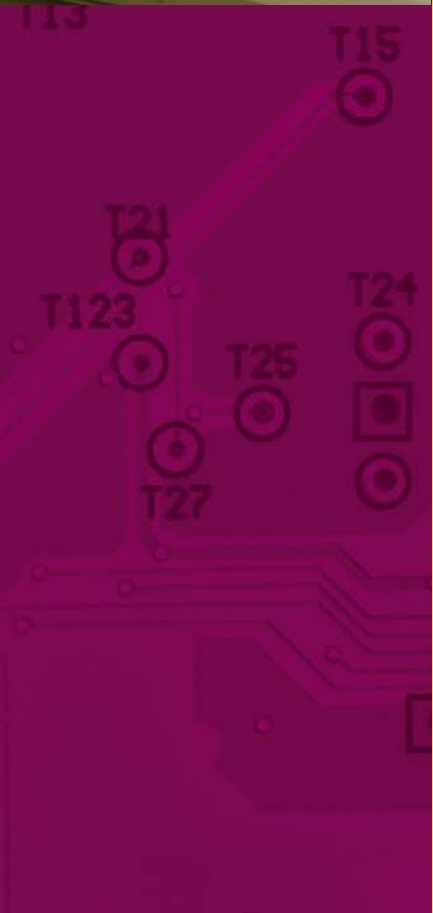
\* This coverage does not include scheduled preventive maintenance or upgrades (each may be purchased separately), and does not apply to damage to a machine or its components due to improper use.

### LABOR PROTECTION PROGRAM

This service agreement provides full coverage for all labor services required to keep your equipment running. This 12-month agreement is available for an individual machine or multiple machine coverage. The package includes:

- Labor and travel expenses, as required, to repair a machine in accordance with the original machine warranty.
- A qualified Field Service Engineer available to perform maintenance during normal business hours.
- Pricing is based on the contracted number of service hours; unused hours are non-refundable.
- Special discounts on:
  - After hour and weekend labor rates
  - Telephone Technical Support, 24/7/365

\* This coverage does not include schedule preventive maintenance, calibrations, parts, consumables, or upgrades, and does not apply to damage to a machine or its components due to improper use. On-site calls outside of normal working hours will be billed at the after-hour rate in effect at the time of the call for labor and travel.





## PREVENTATIVE MAINTENANCE PROGRAMS

Our Preventative Maintenance program helps you avoid costly downtime by stabilizing and optimizing the performance of your equipment. The program covers cleaning, lubrication, and calibration of all critical functions – ensuring optimal performance and maximum productivity. Preventative Maintenance includes:

- Clean, lubricate, and calibrate all critical functions of the machine to manufacturer's specifications.
- A qualified Field Service Engineer performs maintenance during normal business hours.
- A machine-specific PM kit as required to perform maintenance activities.
- A service engineer providing a completed PM checklist with any additional upgrade recommendations.
- Telephone Technical Support, 24/7/365
- Special discounts on:
  - Additional PM programs purchased for same equipment set

\* On-site calls outside of normal working hours will be billed at the after-hour rate in effect at the time of the call for labor and travel.

## PREVENTATIVE MAINTENANCE KITS

Speedline Customer Support offers a wide variety of Preventative Maintenance Kits for your Speedline equipment. These kits include all of the parts required to maintain your equipment at peak performance levels. A typical PM Kit includes consumables, lubricants, and safety related labels.

## MACHINE UPGRADES

With our commitment to continuous improvement, many of Speedline machines will yield enhanced performance when upgraded to meet current production specifications. These upgrades are engineered to produce a quick return on investment, accelerating payback and productivity. Upgrades are available for most Camalot, Electrovert, and MPM machines.

## SERVICE ENGINEER SUPPORT

Our team of qualified and experienced Field Service Engineers is available for on-site maintenance and repair work around the globe. Operating from regional offices worldwide, these equipment experts are on-call to help you solve your manufacturing problems – quickly and efficiently.

Speedline Field Service Engineers receive comprehensive training throughout the year to ensure optimal job performance. They are experts in mechanical and electrical troubleshooting and provide you the benefits of a strong technical foundation.

## TRUST THE EXPERTS WHO KNOW YOUR PROCESS

Speedline has created a strategic training and services portfolio that maximizes the return on your equipment investment. Our programs begin with certified training that focuses on operator self sufficiency. Equipment protection and preventative maintenance programs ensure around-the-clock machine availability. And remote diagnostics and telephone support mean you are only moments away from an expert.



## TELEPHONE TECHNICAL SUPPORT

Speedline Technologies has customer support centers around the world. In many cases, our support personnel can diagnose and fix a problem over the phone. For all machines purchased directly from Speedline, Technical Support is available (7) seven days a week, (24) twenty-four hours a day. Equipment bought from brokers or other third parties do not receive unlimited support unless a registration agreement has been purchased.

Speedline's Technical Support engineers are dedicated professionals who make customer satisfaction a priority. With access to our knowledge database and detailed machine repair history, the Technical Support staff is available around the clock to help you optimize uptime and performance.

## REMOTE TECH®

RemoteTech enables Speedline technical support personnel to view the operating conditions of Speedline equipment via the internet.

With RemoteTech services, you can:

- Minimize field service visits
- Cut mean time to repair
- Lower maintenance costs
- Reduce technical staff training costs

Available on a wide range of Speedline equipment, RemoteTech is offered free of charge during the warranty period and is also included as part of the standard Protection Plus service contract (U.S. only).

For machines out of warranty, the cost of a license is less than an 8-hour field service visit. A quantity discount is available for customers that are interested in purchasing multiple software licenses.

## SPARE PARTS SUPPORT

With a phone call to Speedline Customer Support, you have full access to our spare parts professionals. These experts will assist you with the selection of the proper spare part for any Speedline machine. Our Spare Part Support Network will help you maximize the uptime of your equipment.

For European and Asian customers, Speedline Customer Support has centralized spare part hubs in Amsterdam, Singapore, and Hong Kong. A helpdesk of trained engineers is available to process spare part requests and supply parts as quickly as possible.

## SPEEDLINEONLINE.COM

At SpeedlineOnline.com, customers have full access to a wide range of spare parts for all Speedline machines. With easy navigation and a quick ordering process, SpeedlineOnline is the perfect way to satisfy your spare part requirements – with 24/7 internet-driven efficiency.

## CUSTOM PROGRAMS

Speedline has the ability to customize programs to meet individual customer needs.

Examples Include:

- Machine assessments to proactively identify machine problems in order to minimize down time and extend the active life of your equipment.
- Machine redeployment to assist in the movement of your equipment to your sites globally to include system verification packing, uncrating, and re-installation.

## GLOBAL TRAINING SERVICES



### TRAINING SERVICES

Your employees can achieve maximum efficiency and productivity, but only with the proper training. To minimize costly downtime, technicians and engineers must be trained to optimize the performance of the equipment – or suffer the financial consequences of a poorly run manufacturing line.

Our training services are focused on making your operators self-sufficient. That means arming your employees with the skills to repair and maintain their equipment for the highest uptime and asset utilization.

Speedline certified training is available across all of its platform offerings. Classroom instruction is available at training centers in Franklin, Massachusetts, Camdenton, Missouri, Germany, and Singapore. Utilizing Performance Based Equipment Training Standards, these programs feature small classes and small classes with dedicated equipment to facilitate hands-on time.

A comprehensive field training program also is offered. These services include on-site courses that train operators on their own equipment after machine installation and commissioning. This basic machine operation instruction enables faster line start-up and a more rapid ROI on your capital investment.

Speedline's certified trainers can help your technicians and engineers enhance the manufacturing process as well as improve the performance of their production equipment.

### STANDARDIZES TRAINING PROGRAMS

**Operator, Technician, & Engineer Training Programs:** Speedline Technologies offers a wide variety of training courses for our equipment. Courses are available at the customer facility or our training centers around the world.

**Process Training:** With our extensive experience in SMT manufacturing, no company is better prepared to help you learn more about the process of building printed circuit boards. Our instructors are experts in manufacturing processes such as reflow soldering, wave soldering and stencil printing.



#### WORLD HEADQUARTERS

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Fax: (508) 520-2288

[www.speedlinetech.com](http://www.speedlinetech.com)

#### MANUFACTURING AND CUSTOMER SUPPORT FACILITIES

##### ACCEL/ELECTROVERT

Highway 5 South, Camdenton, MO 65020  
Tel: (573) 346-3341  
Fax: (573) 346-5554

##### CAMALOT/MPM

16 Forge Park, Franklin, MA 02038  
Tel: (508) 520-0083  
Fax: (508) 520-2288

#### SALES AND CUSTOMER SUPPORT OFFICES

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companies.

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#### ABOUT SPEEDLINE TECHNOLOGIES

Speedline Technologies is the global leader in process knowledge and expertise to the PCB assembly and semiconductor industries. Based in Franklin, Massachusetts, the company sells five, best-in-class brands – ACCEL microelectronics cleaning equipment, CAMALOT dispensing systems, ELECTROVERT wave soldering, reflow soldering, and cleaning equipment, MPM stencil and screen printing systems, and PROTECT global services, support, and training solutions. For more information, visit us at [www.speedlinetech.com](http://www.speedlinetech.com).

Speedline Technologies maintains an ongoing program of product improvement that may affect design and/or price. We reserve the right to make these changes without prior notice or liability.

