



RAITH Service

With you all the way

Modular service contracts



Base



Premium



Flex

RAITH

RAITH
NANOFABRICATION

Modular service contracts

To ensure the best possible use of your tools, we offer a wide variety of service modules.

Order the preconfigured **Base** contract as the most economical approach. It covers the minimum requirements for continuous use of your system. If you have more demanding wishes including freedom from administrative hassle, we recommend the **Premium** contract.

The **Flex** contract provides you with the ideal service, covering your individual needs with responsible use of your budget. This contract enables you to choose from a wide range of modules. Contact us to work out a customized **Flex** contract together.

Modules	No contract	 Base	 Premium	 Flex
 Online Remote Support	limited	∞	∞	∞
 Phone & E-Mail Support	limited	∞	∞	∞
 Priority	—	✓	✓	✓
 Preventive Maintenance Visit	—	✓	✓	✓
 Service Visits	—	—	∞	1... ∞
 Spare Parts	—	—	∞	limited/ ∞
 Consumables	—	—	✓	optional
 Guaranteed On-Site Response	—	—	—	24/48/72/96 h
 Accessories Coverage	—	—	—	optional
 Software Upgrades	—	—	—	optional*

* always included for EBPB

RAITH Service

Our primary benchmark is to deliver the best possible support for our customers. Benefit from the world's largest customer support network with more than 70 specialists worldwide. Benefit from a truly powerful organization.

A Raith service contract gives you direct priority access to this powerful support organization. Depending on your preferences, you can choose from over 30 customizable modules to create your own individual service contract.



Quality

We optimize your system performance and stability with:

- Regular preventive maintenance visits
- System optimization support
- Software upgrade coverage

Quick Solutions

- Powerful remote support – quick, safe and easy
- Get high priority (down to 24 hours guaranteed on-site response)
- Focus on essentials, free from administration tasks
- Express shipping through our global warehouses

- Wherever you are, a professional specialist is always nearby
- Guaranteed consistent level of expertise worldwide, all staff trained at headquarters (in Europe)

Global Experts

- No surprises for your budget with packages for (unlimited) service visits and parts
- Join the many happy customers that already rely on us!

Peace of Mind

Online Remote Support

Unlimited remote system support by Raith Service specialists, using a secure encrypted internet connection.

Priority

First class treatment! Your case will be handled preferentially when remote support or on-site visits are scheduled for you. If necessary, express deliveries will be used for all shipments.

Service Visits

No hassle with administration or budget when you need us to visit. Choose whether you want a specific number or unlimited visits.

Consumables

Keep your cost of ownership low and stable. In the Consumables option, these unpredictable expenses are included in your Raith service contract.

Accessories Coverage

Cover functions of accessories and 3rd party options (e. g. magnetic field cancelation systems, vibration isolation systems, GIS ...).

Phone & E-Mail Support

Unlimited support via e-mail and phone from our friendly and highly qualified experts.

Preventive Maintenance Visit

Keep your system operating smoothly! With the Preventive Maintenance Visit service, we carry out all the necessary checks and adjustments to achieve stable performance and reliability.

Spare Parts

Avoid delays and expedite any spare parts required. Unlimited spare parts coverage or a value-limited spare parts package are available in line with your needs.

Guaranteed On-Site Response

For very demanding requirements, we offer guaranteed on-site response times as short as 24 hours. For budget-sensitive cases, 48-, 72- and 96-hour options are also available.

Software Upgrades

Keep your system up to date. You receive all available software upgrades offering additional functions and new features. Bug fixing software updates are always available at no cost.

Facts

More than
70
service specialists
based in over 14 locations
worldwide

1880
hours of training
for our service engineers
in 2018

More than
30,000
spare parts ...

14
seconds average time
to get a service engineer
on the phone

141
parameters checked and
adjusted during preventive
maintenance

... in
6
warehouses

Contact
us!



Service contact

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For further contact information,
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Your challenge is our mission.

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