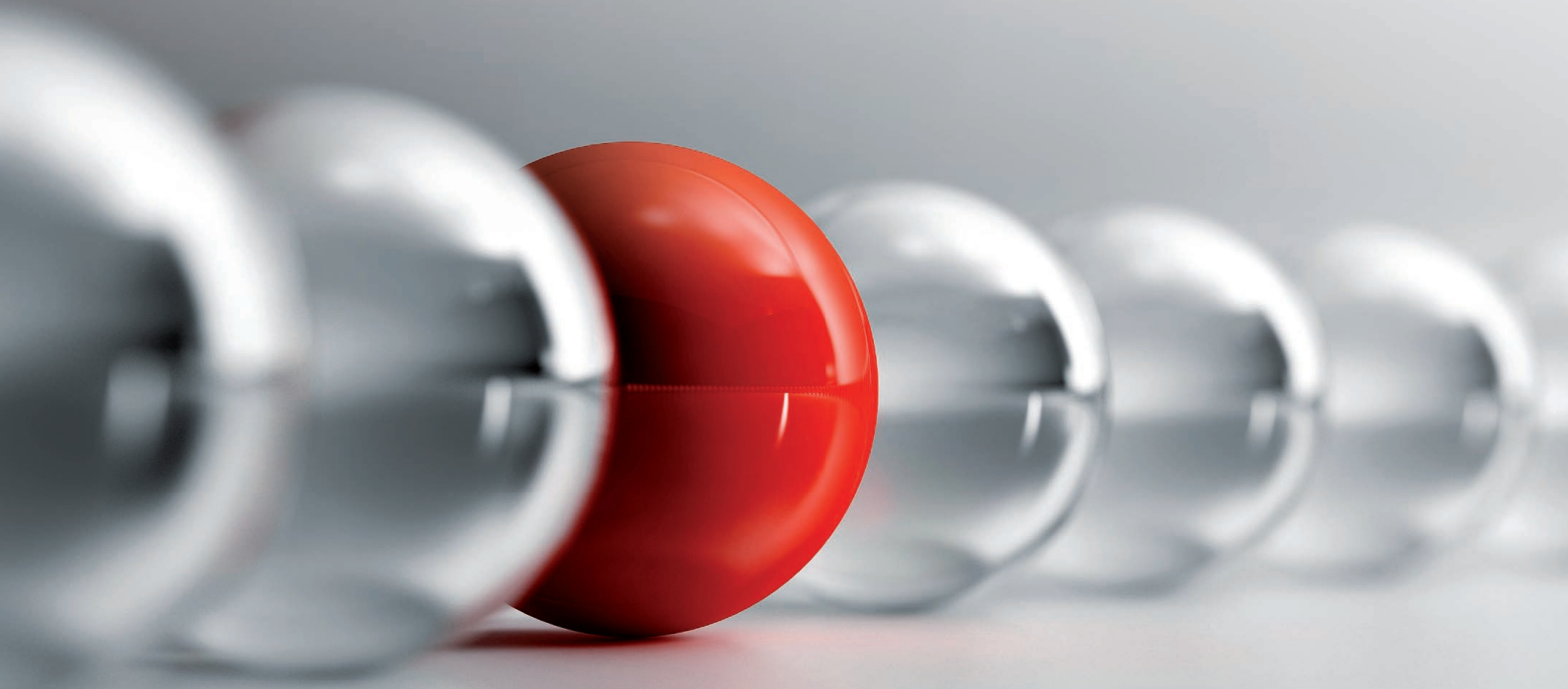




# **Leybold Services**

Easy, competent, reliable



# After Sales Service

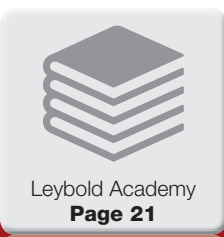
Reliable Original Equipment Manufacturer Service from one Source



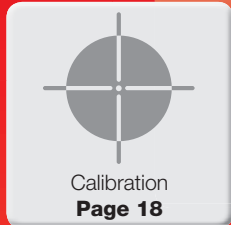
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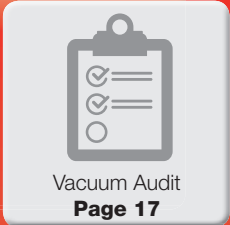
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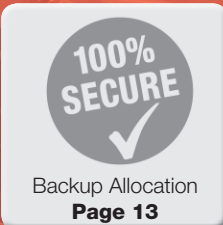
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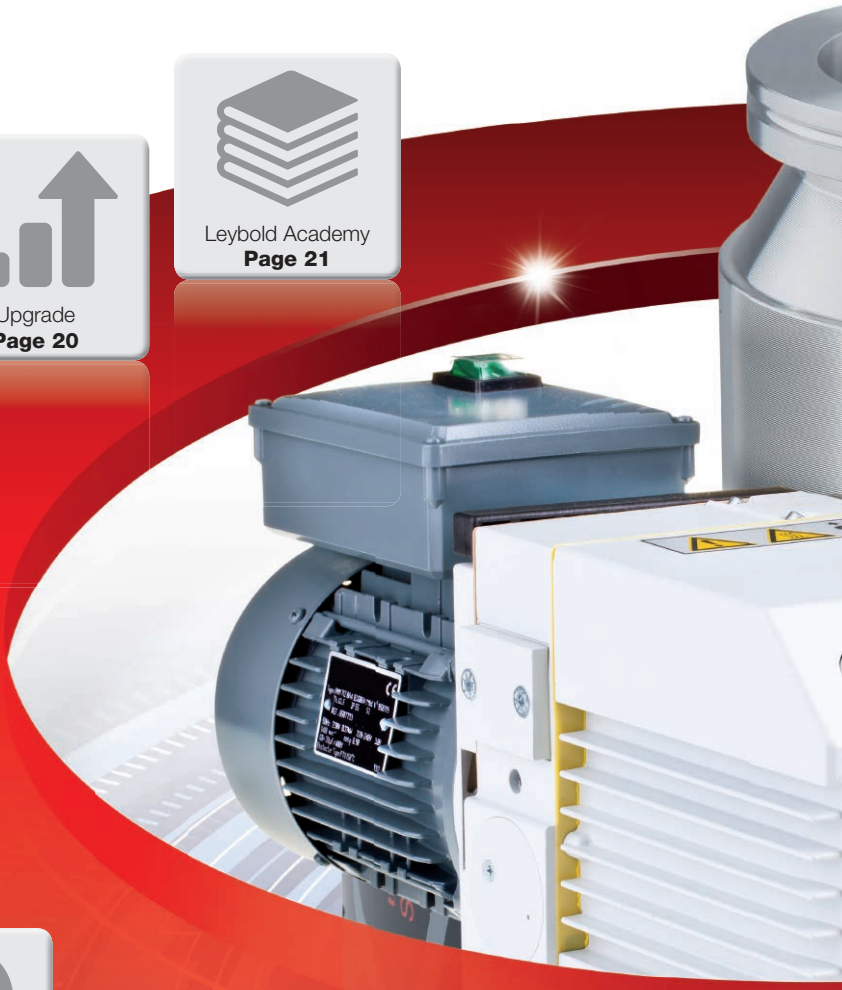
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The optimization of productivity, system availability and overall costs is a challenge you constantly have to deal with to be competitive and successful. Therefore, service has a central role as a part of the supply chain.

Leybold is available worldwide for you as a reliable and competent partner with its service network. We accompany your vacuum systems over the entire life cycle with an innovative and comprehensive range of services.



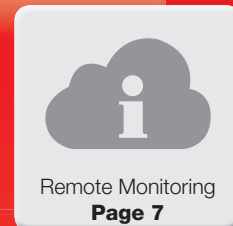
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Start-up Support  
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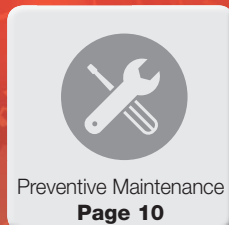
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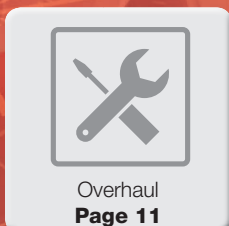
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# Installation Support

Our Know-how for your Success



## Your expectation:

- Quick and reliable integration of vacuum systems and components in existing or new systems
- Maximum utilization of the system life cycle through competent installation

---

## Our solution:

### Installation of vacuum systems and components by our field service

Our trained technicians are available worldwide for the installation of vacuum systems and components through our international service network.

---

## Your benefit:

- Professional manufacturer installation of vacuum systems and components
- Visual control of wiring, electrical and mechanical integration
- Documentation
- Optional upgrade to include start-up support



# Start-up Support

## Professional Commissioning of your Production

### Your expectation:

- Quick and smooth integration in your production process
- Availability of vacuum pump specialist on site

### Our solution:

#### Commissioning of the system by fully trained service technicians

We are able to provide trained specialists for the commissioning of your vacuum installation.

### Your benefit:

- Commissioning of pump system
- Test of all components and system interfaces
- Adaption of system parameters on demand
- Leak detection
- Visual control of wiring, electrical and mechanical integration
- Short introduction in the handling of vacuum systems and components
- Documentation of relevant system parameters



# Extended Warranty

## Insurance for your Investment



### Your expectation:

- Extension of the standard warranty period
- Avoidance of unscheduled repair costs

### Our solution:

#### XTEND Basic

- 12 months warranty period extension

#### XTEND Plus

- 24 months warranty period extension

### Your benefit:

- Extension of original warranty according to GTC by additional 12 or 24 months after expiration of the regular warranty period\*
- Place of fulfillment is the closest Leybold Service Center
- 'Replacement before repair' as a general rule in case of availability
- Replacement delivery is shipped free of charge
- Reaction time 48h, improvement proposals will be submitted within two working days

\* Please note that the compliance with regard to maintenance and operation procedures according to the instruction manual is required.



# Remote Monitoring

## Maximum Uptime for your systems

### Your expectation:

- Maximum availability, especially of production-relevant systems
- Reliable protection against unscheduled production downtime
- Avoidance of follow-up costs through system failure

### Our solution:

#### Continuous condition monitoring of your vacuum systems

Remote monitoring allows the detection of wearout and process-related layers by vibration and temperature monitoring of vacuum pumps. Based on this information our experts will provide recommendations for actions.

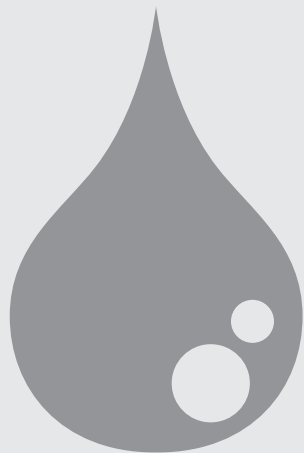
### Your benefit:

- Condition based maintenance intervals and reduced maintenance costs
- Reliable real-time monitoring of your system
- Efficient and economic detection of application-related influences such as layers or dust deposits or pump specific wearout of bearings



# Genuine Oils and Filters

Special Oils and Filters for highest Performance



## Your expectation:

- Aligned lubricants and consumables for your application
- Excellent vacuum performance
- Long lifetime
- High uptime
- Fair price

## Our solution:

**LEYBONOL special oils and genuine Leybold consumables**

- Broad variety for all applications
- Application suited package sizes
- Wear parts are produced and tested under highest quality standards
- Always available from stock

## Your benefit:

- Optimum performance of your pumps

**leybonol**

More information under  
[www.leybonol.com](http://www.leybonol.com)





# Genuine Spare and Wear Parts

## Protect your Pumps

### Your expectation:

- Form, Fit, Function
- 100% LEYBOLD quality
- Fast delivery times

### Our solution:

#### Genuine spare and wear parts

- Over 3,000 items available from stock
- Secure packaging of spare and wear parts
- Functional maintenance and repair kits

### Your benefit:

#### ■ Extended pump lifetime:

Genuine spare and wear parts ensure a long and trouble-free operation

#### ■ Convenient service kits:

Functional spare parts kits with all needed materials ready at hand (e.g. oil and filter change, overhaul)

#### ■ Availability:

With our global service and sales network we ensure the highest possible level of availability of our genuine spare parts for our worldwide customers



Use our Online-Shop:

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



# Preventive Maintenance

## Prevent Pump Downtimes



### Your expectation:

- Maximized uptime, especially for manufacturing systems
- Reliable protection against unscheduled production downtime
- Secure and stable operation of your systems
- Reduction of repair costs

### Our solution:

**Preventive maintenance of vacuum systems on site by our field service or in one of our service centers**

- Scheduled and budgeted maintenance intervals
- Exchange of oil and other consumables with original parts
- Inspection of your pump by qualified technicians
- Fast availability of our technicians in case of failures during the operation
- In case of a maintenance contract the necessary maintenance is scheduled by Leybold

### Your benefit:

- Longer lifetime of your products
- Regular check of your vacuum systems by our experts in order to detect wearouts early
- Avoidance of downtimes through pump breakdown



# Overhaul

## Preserve the Value of your Equipment

### Your expectation:

- Optimization and overhaul of vacuum systems
- Advance planning of costs
- Fast repair times
- Simple administration

---

### Our solution:

#### Overhaul of vacuum systems

- High quality of overhaul through trained technicians at customer site or in one of our worldwide service centers
- Standard lead time of 10 working days for in-house service
- Optional booking of a Fast-Lane with a reduced lead time possible\*
- Usage of genuine spare, wear parts and oil
- Utilization of qualified special tools and testing instruments

#### Scope of general overhaul

- Complete disassembling
- Cleaning and decontamination\* of all parts
- Replacement of all wear parts and oil
- Reassembly
- Electrical safety test (ELSI)
- Test run including check of specification
- Test certificate

\* Only in case of in-house repair possible

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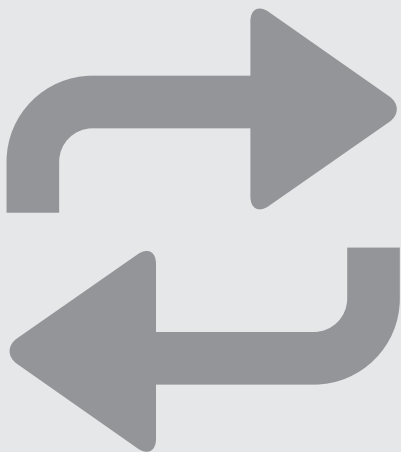
### Your benefit:

- Fixed prices for standard overhaul
- Manufacturer's warranty
- Longer product life
- Improvement of operational safety
- Short downtimes



# Exchange

## Minimize Downtimes



### Your expectation:

- Minimal downtimes due to maintenance or repairs
- Low costs at any incident

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### Our solution:

#### Exchange products

You get a completely overhauled exchange pump to continue your production. We buy your used pump back.

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### Your benefit:

- Shortest interruptions of the production process
- Cost reduction by maximizing production time
- No increase of asset investment



# Backup Allocation

## Ensure exclusive Replacement Pumps

### Your expectation:

- Guaranteed availability of exchange products
- Minimal downtimes in any incidents
- Shortest possible reaction time

### Our solution:

#### Replacement products

- Exclusive allocation of Leybold products to customer specific backup pool
- Storage at Leybold or at customer site
- 24h delivery performance within Germany
- 48h delivery performance within Europe (after final customs clearance)
- Further storage locations all over the world on request

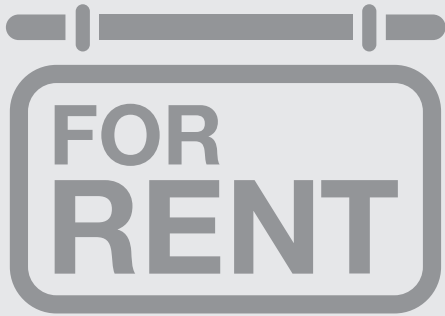
### Your benefit:

- Cost reduction due to maximum uptime of production
- Highest possible capacity utilization



# Rental

## Cover changing Demands



### Your expectation:

- High flexibility in production capacity

### Our solution:

Rental of pumps and measuring equipment

- Rental of an Leybold product as long as you need it

### Your benefit:

- Reduction of your capital investment
- No increase of assets
- Flexible rental periods
- Testing and refurbishing after return is included



# Leak Detector Rental

## Rent instead of Buying

### Your expectation:

- Flexible leak detection capacity
- Low investments

### Our solution:

#### Rental of leak detectors

- Rental of an Leybold leak detector for temporary leak detection processes

### Your benefit:

- No increase of asset investment
- Testing and refurbishing after return is included
- Flexible rental periods



# Leak Detection

## On-site Expert Support



### Your expectation:

- Fast and qualified detection of leaks in your vacuum systems
- Professional leak detection without investment in expensive detection systems

### Our solution:

#### Leak detection through our experts

Our experienced service technicians find leaks quickly and efficiently even in complex systems and give recommendations to solve the problem.

We use the newest, helium-based leak detectors from Leybold.

### Your benefit:

- Faster ready for production through efficient detection of vacuum leaks
- Customized leak detection records
- If requested, the service technician on site can assist in the repair process
- Training provided by skilled vacuum experts





# Vacuum Audit

## Recommendations by our Experts

### Your expectation:

- Evaluation of the vacuum system's condition
- Recommendations for potential improvements and cost savings
- Manufacturer guidance
- Preparation of an individual maintenance plan

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### Our solution:

#### Vacuum audit in your production site

- Qualified control of your vacuum equipment by our technical specialist
- Recommendation of necessary maintenance activities including scheduling

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### Your benefit:

- Optimal utilization of your vacuum systems by using our manufacturer knowledge
- Professional analysis of the condition of your vacuum equipment
- Customized maintenance planning based on your application
- More reliable budget planning
- Outsourcing of vacuum maintenance to Leybold or to an Leybold certified service company if required



# Calibration

## Trust your Measuring Results



### Your expectation:

- One contact around the vacuum pressure measurement
- Verification of vacuum measurement instruments and issuing of a certificate
- Accredited laboratory
- Comparison measurements and adjustment with a calibrated instrument at customer site possible

### Our solution:

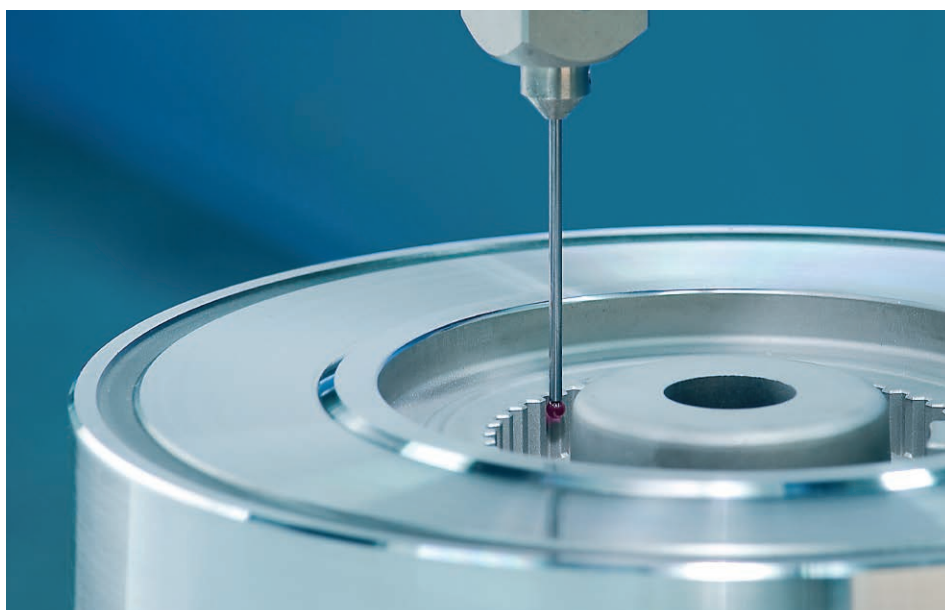
#### Calibration of your measurement instruments

- Calibration in our own certified DAkkS\* laboratory
- Verification of specification according to DIN 55350-18-4.2.1
- Issuing of a DAkkS\* calibration certificate
- Repair of measurement instruments in our service center if required
- On-site calibration of vacuum measurement instruments by our field service at customer site including measurement record

### Your benefit:

- All necessary calibration with DAkkS\* certificate by our certified laboratory
- Answers to all questions around the vacuum measurement instruments
- Repair and spare parts by Leybold
- Short shutdown times due to comparison measurements and adjustment on site

\* DAkkS = Germany's national accreditation body



# Refurbished Products

Proven Leybold Quality at low Prices

## Your expectation:

- Excellent product quality
- High reliability
- Great price-performance ratio

## Our solution:

### Second-Hand products

- Completely remanufactured OLV products
- Full 12-month warranty
- Quick delivery time
- More than 1,000 different products locally available

## Your benefit:

- Cost savings thanks to advantageous prices
- Same performance and warranty as for new products
- Extendable warranty available with our XTEND program

0% 0% 0% 0%  
**REFURBISHED  
PRODUCTS**

On average  
**50% less expensive**  
than the list price  
of new pumps.



# Upgrade

## Always Up-To-Date



### Your expectation:

- Minimal total cost of ownership
- Keep your installation productive and profitable
- Extend the life cycle of your installation

### Our solution:

#### Product Upgrade

- Customer individual upgrades available

### Your benefit:

- Use of the newest vacuum technology
- Reduced energy consumption
- Reduced processing times
- State-of-the-art automation control

**Old**  
TW290H



**New**  
TURBOVAC i



# Leybold Academy

## Extend your Knowledge

### Your expectation:

- Understand vacuum technology
- Get practical and hands-on oriented training

### Our solution:

The Leybold Academy is the training center of Leybold. Our comprehensive seminar program offers you the entire world of the vacuum. The Academy team is looking forward to meeting you at one of our seminars:

- Working in rough vacuum, fine vacuum and high and ultra-high vacuum
- Leak detection
- Maintenance of vacuum pumps
- Certification for leak detection training according to the European standard DIN EN ISO 9712

### Your benefit:

- Learn more about vacuum technologies in a qualified hands-on oriented training
- Learn how to maintain your vacuum pumps thanks to practical knowledge transfer
- Easily detect and remove leaks in your vacuum facility



### Extend your knowledge – work more efficiently

Our seminars will convince you. You can find the current training program here [www.leybold.com/en/services/vacuum-seminars/](http://www.leybold.com/en/services/vacuum-seminars/)



# Vacuum Technique

## Online Shop



### Your expectation:

- Easy order process
- Secure payment options
- Large product range with fast delivery

### Our solution:

#### Online-Shop

- Order of vacuum components which do not require consulting, such as parts, measurement instruments, pumps, maintenance kits, vacuum oils and lubricants

### Your benefit:

- Order 24h online
- Fast delivery
- Delivery on account, credit card or cash in advance

Visit our Online-Shop

**[www.leyboldproducts.com](http://www.leyboldproducts.com)**



**Leybold**

online shop



Vacuum Technology Made Easy

**[www.leyboldproducts.com](http://www.leyboldproducts.com)**

# Notes

# Europe-wide available!



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