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GLOBAL SERVICES

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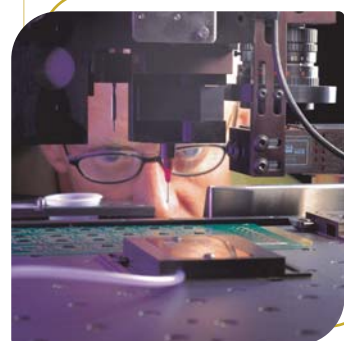
Universal Instruments' Global Services... delivering **lasting value**

To thrive and be profitable, you need the right answers at exactly the right time. There is little time for guesswork, and even less latitude to guess wrong. To successfully manage today's complex assembly processes at all levels, you need professional services that leverage specialist experience and resources.

Whatever your most urgent challenges – maximizing uptime, introducing new processes or components, radically reshaping your assembly capabilities – Universal Instruments' Global Services are here to deliver answers. We have over 40 years' experience supporting electronic manufacturers operating at the frontiers of assembly technology and a global infrastructure of field engineers, application engineers and trainers to implement that knowledge to get the most out of your investment.

Process knowledge and innovation

It's tough to differentiate your business, yet standing out from the competition is central to growth and profitability. Universal's Global Services portfolio delivers specialist knowledge, built up over generations of technology leadership. We'll work with you to study complex challenges, innovate new processes, and implement robust solutions on your shop floor. We deliver answers quickly, enabling you to benefit at the earliest possible opportunity.



We continue to invest in research and remain at the technology forefront with training and technical centers, as well as advanced technology partnerships:

- **Advanced Process/SMT Lab** - Binghamton, USA
- **Technology Excellence Center** - Shanghai, China
- **Tsing Hua University Technology Partnership** - Beijing, China

support through **all phases** of the **ownership** experience

Pre-production



Equipment Assessment

Validates machine performance versus specifications.

- Comprehensive inspection and performance report including throughput, accuracy, dpm, ppm

Can also remove the risk associated with second-user equipment purchases.

- Verifies machine configuration and options
- Evaluates manufacturing and service history records
- Comprehensively inspects major mechanical and electrical systems
- Verifies software level / capability
- Determines machine status relative to Universal's support policy
- Evaluates machine enhancements
- Provides a detailed report of machine condition, including defective or worn parts

Site Preparation

Our experts can configure your line for maximum productivity. Prior to installation, our site preparation survey removes fundamental barriers to future enhancements.

Installation and Startup

Reduces the learning curve, builds confidence, and helps implement advanced capabilities. Services include additional training and product setups, advanced hands-on practice, and ramp-up support.

- Standard Install and Startup Service (free of charge)
- Premium Install and Startup Service
- Custom Install and Startup Service

Tailored Training

Customized training schedules utilize local Universal training centers, on-site training, and web-based training materials. Added-value services include customized content, native language training, and certification.

Warranty period



Process Development and Design

- New technology Implementation
- Advanced process development
- Material selection
- Process parameters
- Board and component design
- Prototype build
- Turnkey solutions

Site Support

Comprehensive on-site maintenance services including:

- Diagnostics and repair
- Regular audits
- Applications support
- Machine enhancements
- Technical telephone, web, and email support

Technical Support

- Free 8 x 5 telephone / email support for active products
- Premium 24 x 7 support
- Knowledge 24 x 7 at myUniversal
- Software downloads
- Second-user equipment support

Block Service

Provides a reserve of support time (blocks) to use for virtually any service requirement. A flexible, convenient and responsive option.

Worldwide Parts Sales and Distribution

A huge inventory of the highest-quality OEM spare parts shipped with superior service from a global hub infrastructure:

- Same-Day Processing for Urgent Requests
- Online Ordering
- Next-Day Shipping
- Flexible Shipping Options
- Night & Weekend Support
- Old/Inactive Product Support

Software Service

Keep your software current and maintain peak performance from your Universal equipment. Multiple options available.

Post-warranty



Support Continuance

A customized support package that extends selected services beyond the new-machine warranty period to maximize return on investment for owners of out-of-warranty or second-user equipment. Our experts will create a program that meets specific technical and budget requirements:

- A factory-trained Universal Instruments' field engineer performs a comprehensive evaluation and determines whether your equipment qualifies for one of the available Extended Warranty programs
- For eligible machines, we will formulate a corrective action plan to bring the machine up to specification
- If the machine cannot be upgraded, we'll help you register your software and detail the optional technical support, labor, and replacement parts programs available to you
- If your equipment is currently under warranty or covered by one of our other programs, our field engineer will help determine a support package for your requirements
- A modular program offers a diverse selection of individual services and associated benefits
- Approved second-user equipment is also eligible

Extended Warranty

Extended Warranty services are packaged support programs that allow the selection of service options based on specific support needs. You get the services you want without paying for those you don't. Extended Warranty services feature three package options, each with varying degrees of support:

- Extended Warranty Full Coverage Plus
- Extended Warranty Standard
- Extended Warranty Basic
- Parts and Labor Coverage (PLC)



Installation and Startup

Your new Universal Instruments machine is in place on your shop floor. Electrical and air supplies are connected. Components, boards, and consumables are loaded and ready for action. Now what?

Even to experienced production managers, installation and startup can be a challenge. Good to know, then, that all new and refurbished Universal Instruments machines are supported by our Global Services Installation and Startup standard service. And that the service begins long before the machines arrive at your dock.

You may also choose an optional enhanced startup package to further reduce your learning curve, build confidence, and help you implement advanced tools and capabilities. We'll prepare you for the challenges of ramping-up production, pre-emptively managing machines using advanced systems tools. Services include additional training and product setups, advanced hands-on practice, plus ramp-to-production support.



Standard install and startup service

Delivered at no extra charge, we provide the following services after the machine has arrived on-site and encourage customer participation to reinforce the experience:

- Inspect all shipped items and prepare detailed shipment audit
- Commission equipment, including final equipment placement, connections, and setup
- Prepare equipment to run one customer product for system evaluation and acceptance as per agreed acceptance criteria
- Demonstrate 4 hours or 10,000 insertions/placements as per standard acceptance criteria
- Operator training for up to 6 persons. A maximum of 4 hours benefit at no cost.



Premium install and startup service

Includes all of the standard install and startup services plus:

- Five additional on-site days to assist in familiarizing the customer with the equipment, documentation, operation etc.
- Additional operator training
- Ramp-to-production support

Custom install and startup service

A flexible alternative that is tailored to your specific requirements:

- Combine any service offerings to meet your support needs

Support Continuance

Do you have older Universal Instruments equipment but would like to enjoy the same extended levels of service and support as owners of new Universal machines? Then Universal Instruments' Support Continuance program is the perfect solution to help improve your productivity and maximize the return on your equipment investment. Support Continuance provides fixed and predictable annual maintenance costs eliminating unplanned expenditures. Additionally, it offers owners of out-of-warranty or second-user equipment a customized support package to meet their specific service support requirements.

Support Continuance process

The program begins with a comprehensive evaluation of your equipment performed by a factory-trained Universal Instruments' field engineer, who then determines whether your equipment is a candidate for one of our Extended Warranty programs. Should your machine be ineligible, we will discuss available enhancements and replacement parts, as well optional technical support and labor programs available to you. If your equipment is currently under warranty or covered by one of our other programs, we'll discuss alternative options that may complement your current support.

Support Continuance benefits

- Scheduled PM visits optimize machine performance and utilization
- Non-consumable spares coverage
- Annual cost reviews maximize economic benefit
- Access to premium technical telephone support
- Software license transfer for second-user equipment with no fee
- Software upgrades
- Waiver of inspection to upgrade Services for warrantied machines
- Extended warranty labor and parts
- Productivity audits

Extended Warranty services

Extended Warranty services are packaged support programs that allow the selection of service options based on specific support needs. You get the services you want without paying for those you don't. Extended Warranty services feature four package options, each with varying degrees of support so you can choose what's best for your production goals. Or, if you prefer, Universal will package a customized solution unique to your requirements. Users currently participating in one of our other support programs may also upgrade.

Extended Warranty Full Coverage Plus

- 24 x 7 technical telephone support
- 4 scheduled PM visits per year
- Site Ownership Program (SOP) proactive support
- 1 year free software upgrades plus 1 install
- Emergency machine-down service priority
- Non-consumable parts and labor coverage
- Preferred service rates for demand service

Extended Warranty Standard

- 24 x 7 technical telephone support
- 1 scheduled PM visit per year
- 1 year free software upgrades
- Emergency machine-down service priority
- Non-consumable parts and labor coverage
- 10%-off preferred service rates for non-covered

Extended Warranty Basic

- Warranty parts coverage only
- Requires purchase of a minimum 40-hour block labor contract

* Special discounts apply for four or more machines

Parts and Labor Coverage (PLC)

- Parts and labor coverage only

Extended Warranty Package Level	Full Cov Plus	Standard	Basic ¹	PLC
PM Visits ²	4 per year	1 per year	—	—
24 x 7 Technical Telephone Support	Yes	Yes	Yes	Yes
Software Upgrades	Yes plus 1 install	Yes	No	No
Guaranteed Next Business Day Response	Yes	Yes	No	No
1-Year Free Non-consumable Parts & Labor	Yes	Yes	Parts only	Yes
Site Ownership Program Benefits	Yes	No	No	No
Emergency Machine-Down Service Priority	Yes	Yes	No	No
Preferred Service Rates for Non-covered Events (Demand Services, Equipment Upgrades & Relocations)	Yes	Yes	No	No

¹ Minimum service contract equal to or greater than 40 block labor hours must be purchased with Basic package

² Visits may vary by product

Block Service

It is challenging to anticipate every service need and avoid unplanned interruptions. Universal Instruments' portfolio of service products offers proactive solutions to manage your support challenges and related operating costs.

The Block Service Program prepares you by providing an available reserve of Universal support time to use when you need it and for virtually any service requirement. A Block Service Program is a "no headaches" solution to even the most unforeseen downtime.

The Block Service Program offers flexibility, value, convenience, and responsiveness, putting you in control of your productivity.

Flexibility

- Un-planned and machine down support
- Preventive maintenance programs
- Operator training
- Enhancements or upgrade installation
- Pattern programming support
- Database management
- Line balancing
- Equipment relocation and line reconfiguration

Value

- Buy service time in blocks and enjoy the benefit of scaled discount rates and reduced administrative burden.
- Over the long term, you benefit from reduced support cost
- Our highly trained and qualified engineers can complement your own in-house capabilities

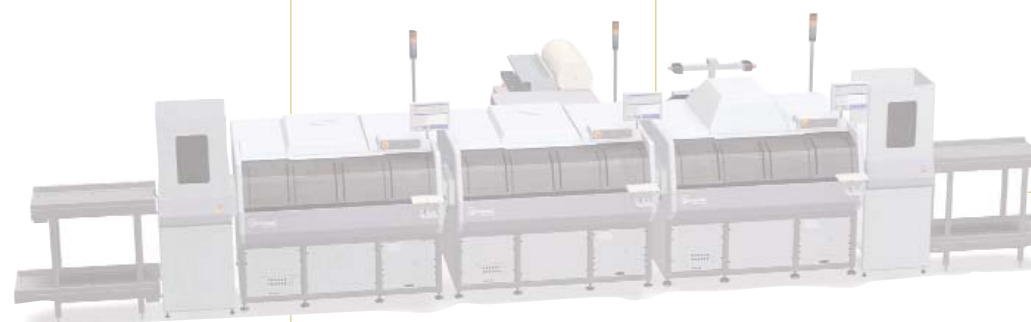
Convenience

- Eliminates the disruption of creating and approving emergency purchase orders
- Available automatic contract renewal means that we are always "on call" at our very best rates!

Responsiveness

- On-site within 24 hours
- Emergency support
- Schedule service time during off-peak production periods including weekends and across all shifts*
- Tailor support programs to include any combination of extended warranty, block service, and separate extended parts warranties

* Off-shift rates may apply.



Software Service

Universal Instruments offers a wide range of software support options from an experienced technical support staff. Register as a MyUniversal customer and gain access to software revision notes, machine software updates and upgrades and various other tools. If you are not yet registered for a MyUniversal account, you may do so on the Universal web site at www.uic.com. Then email us at swservice@uic.com to let us know which mailing list (revision notes, known issues, or both) you would like to be added to. You may also review or download the software license terms and conditions.



Several Options and Benefits

There are multiple avenues to keep your software current and maintain peak performance from your Universal equipment:

- One-time payment plan for one-year of software upgrades
- One-time software installation
- Assure future compatibility and alleviate machine obsolescence
- Allow for integration of newly-introduced machine enhancements and options
- MyUniversal customers receive auto-notification emails when revision notes or known issues are posted.



Equipment Assessment

In order to achieve peak productivity, it's important to know that you're getting the most from your manufacturing equipment. Universal Instruments' Equipment Assessment Service will validate the performance of your current equipment set or remove the risk from a potential purchase. After all, who better than the original manufacturer to assess the second-user machine to which you are about to commit valuable capital budget?



Comprehensive inspection and report

A Universal field engineer inspecting a current asset or second-user machine will:

- Validate machine performance versus specifications.
- Generate an inspection and performance report including throughput, accuracy, dpm, ppm
- Verify the current machine configuration, options (cameras, feeders, heads, tooling), software revision level and capability relative to configuration
- Assess and report upon available manufacturing and service history records
- Review options fitted (cameras, feeders, heads, tooling)
- Determine machine support status relative to Universal's product support policy (availability of technical support, training and spare parts)
- Evaluate and report possible enhancements
- Provide a detailed report of the machine condition, identify defective or worn parts in need of replacement, part numbers and descriptions

Second-user buyers: know where you stand

On a fee-paying basis, you can arrange for a Universal Instruments Field Engineer to assess a Universal machine anywhere in the world and compile a comprehensive detailed report.

You can ensure peace of mind ahead of purchase – extremely valuable in today's inter-continental second-user market, where it can be expensive or impossible to inspect the machine yourself before purchase. But Universal Instruments' Equipment Assessment Service also delivers a strategic advantage: with precise knowledge of the machine's status in relation to software, fitted equipment, and compatibility with Universal upgrades and enhancement options, you can plan for the machine's future even before you sign the purchase order.

Global market: global capability

In today's market for second-user equipment, you can easily be purchasing equipment located on the other side of the world. Or you may be buying from a central headquarters for installation in an offshore site. In any case, the time and expense of traveling yourself to inspect the machine can easily prove prohibitive.

With our global network of experienced professionals, trained to support Universal equipment and processes to the highest levels, we are never out of range. And, our Field Engineers can quickly access all equipment records and specifications necessary to assess every aspect of that second-user machine.

Second-user sellers: differentiate yourself

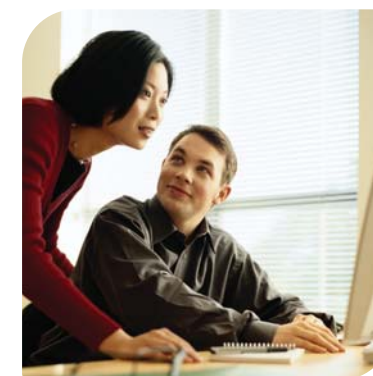
An assessment by the manufacturer can add significantly to the value of your service. Ensure the best price, make each sale straightforward and cost-effective, and build your reputation in the market by providing a detailed and independent manufacturer assessment with each Universal Instruments machine in your portfolio.

As an additional service, Universal can also help to optimize machine performance by replacing worn or damaged parts and even reconfiguring for improved capability to ensure your reputation for premium quality equipment and support for your customers.

Product Training

Effective, efficient training is vital if manufacturers are to maximize equipment performance and utilization to achieve optimum productivity. Universal Instruments' training courses provide customers the knowledge and practical skills necessary to get the most from their capital investment.

Our unyielding priority is to uphold the highest standards in satisfying the varied and evolving needs of our individual students and customers' businesses. We believe that the benefits of effective training are manifested in better business performance right through to the bottom line. As a measure of our confidence in the effectiveness of our training solutions, we guarantee customer satisfaction.



Flexible course options

For each product, we offer several hands-on training courses from introductory to advanced levels, each designed to meet the needs of a specific user group. We offer separate courses for machine programmers, operators, maintenance technicians, and process engineers. We also offer customized training solutions with multiple levels to meet customer-specific needs:

- **Level-1 On-Site Courses**
Cost-effective, on-site Operation, Programming, and Preventive Maintenance training solutions for customers who require only the basics
- **Level-1 Universal Training Center Courses**
Provide Programmers and Technicians with a comprehensive skill set to efficiently execute their job requirements during the machine warranty period and beyond
- **Level-2 Universal Training Center Courses**
Provides extensive training including troubleshooting and parts replacement, affording customers a higher level of support independence
- **Certificate of Course Completion**
Students who successfully complete a training course will receive a certificate of course completion, and a fresh perspective on how to get the best from their Universal equipment

Additional training tools

Universal Instruments also offers several eLearning, self-paced training modules providing customers with 24 x 7 access to training solutions. Courses are offered individually or as part of a structured training program. Many are integrated with 'hands-on' courses to provide a more complete training experience. Information on the full range of training locations, course descriptions and schedules, enrollment instructions, and registration forms can be found by visiting the Universal Instruments website at www.uic.com and selecting 'Product and Process Training'.



Worldwide Parts Sales and Distribution

When you need replacement parts for your Universal Instruments equipment, you expect top quality, quick turnaround, and the best value. Through our Worldwide Parts Sales & Distribution Division (WPSD), we deliver all that and more. In fact, we pride ourselves in constantly meeting our customers' expectations for high-quality spare parts and superior service.

WPSD uses sophisticated planning and forecasting systems to track more than 30,000 parts in our inventory for immediate fulfillment of over 85% of orders. We maintain four major distribution hubs, located in Hong Kong; Shanghai, China; Frankfurt, Germany; and Binghamton, NY, USA. Urgently needed parts ship within 24 hours, 7 days a week.

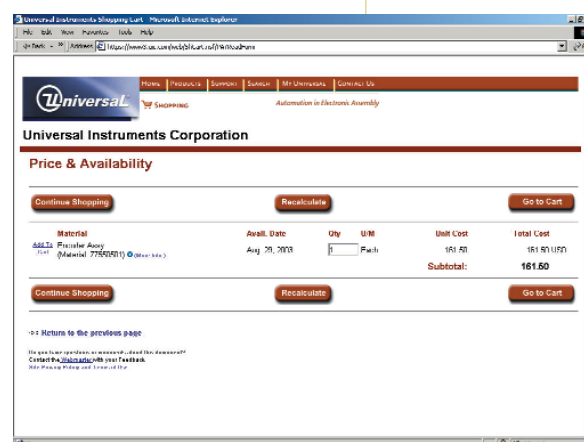
WPSD continually searches for the best value when sourcing parts, so we can bring you high quality at the best prices. For parts used in current model machines, we source in parallel with our manufacturing divisions to capitalize on volume purchasing savings. When specific parts are no longer used in machine manufacturing, we review our supply chain and select the optimum vendor who must maintain the same exacting specifications as the original supplier. This assures that every Universal Instruments spare part, regardless of source, is manufactured to the original stringent machine design specifications. For parts that are difficult to find, the WPSD staff will utilize their expertise to explore alternative solutions, such as used, remanufactured, or substitute parts.

- **Highest-quality OEM spare parts**
- **Same-Day Processing for Urgent Requests**
- **Online Ordering**
- **Next-Day Shipping**
- **Flexible Shipping Options**
- **Night & Weekend Support**
- **Old/Inactive Product Support**



Web site

Exceptional functionality makes WPSD's web site one of the most popular locations on the Universal web site (www.uic.com). We give registered users real-time access to parts pricing and availability, while shopping cart technology lets you place orders quickly and easily. On the site you will see inventory availability at the hub location closest to you.



Delivering high-quality parts worldwide

Order fulfillment process

We commit to next-day shipment for all telephone and internet orders, and second-day shipment for all faxed orders where we have stock on-hand.

Quantity discounts

When we secure savings from volume purchasing, it is reflected in our scaled pricing opportunities whenever possible.

Same-day order processing for urgent requirements

If your production is interrupted and you have an urgent parts request, we will process, pick, and ship an individual item within hours.

Night & weekend support

After regular working hours, we can respond to specific part requests and dispatch deliveries from our critical parts depots, as well as provide courier and counter-to-counter service from our hub distribution points.

Flexible shipping and handling terms

We work with you to deliver shipping solutions that best meet your needs. Options include Universal arranged shipments via UPS (next day air, 2nd day air, or ground) or customer-defined options, with billing to a specific customer account number.



Spare parts for old/inactive products

Our planning systems operate independently of other Universal support functions, meaning we will continue to stock parts for old or inactive machines as long as demand exists. Due to the renowned longevity of Universal instruments products in the field, we commonly receive requests for parts that are not considered consumable or critical. If we do not have these parts in stock, we can often arrange to have them made-to-order.

Rebate/return program

Universal Instruments extends to you the flexibility of ordering new or repaired / remanufactured versions of selected assemblies. You can realize additional savings and lower your total cost of ownership when you send us your repairable assembly for a rebate credit.

Upgrade support

We offer a variety of retrofits, upgrades, and enhancements to help you extend the operational life of your machine and maximize its value.

Warranty

Universal Instruments offers a full, one-year limited warranty on all new non-wearable parts. We provide a six-month limited warranty on our remanufactured parts and assemblies and a 90-day limited warranty on all of our refurbished items.

