

# Service and Training



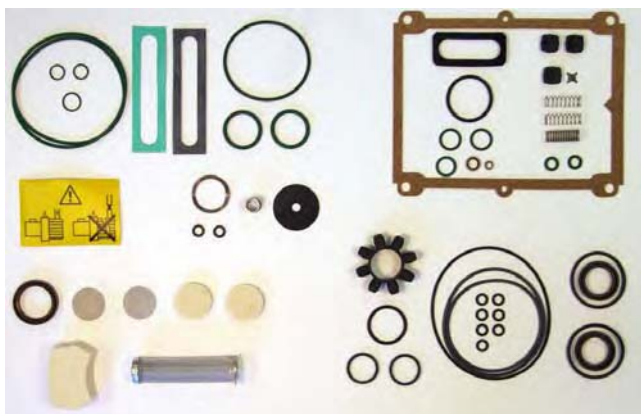
# Global Customer Support

## Edwards Service at a Glance

- Service spares, kits and tooling
- On-site support
- Product repair and overhaul
- Product exchange
- Upgrades
- Refurbished product sales
- Service contracts and agreements
- Operation, maintenance and service training

## Service Spares, Kits & Tooling

We use original parts and tooling in all service activities, and recommend that you do too. Combine our approved maintenance and overhaul schedules with original Edwards spare parts, service tooling and training courses to give you the confidence that your product will deliver years of trouble free operation.



Edwards spares are available for those wishing to service product and maintain high standards of product performance.

## Onsite Support

The Edwards field service organization offers responsive support at your site, from product installation to maintenance and repair, or relocation and disposal. Wherever you are, whatever your needs, our professional team of engineers and technicians are on hand to help.

## Product Repair and Overhaul

When products require more than just routine maintenance and you want the confidence afforded by the quality and standard of repair only the OEM can guarantee, then choose from our range of product repair and overhaul services. Edwards offers fixed price servicing for swift response and simple budgeting, or a flexible pricing structure for maximum cost control.



Figure 1: Trained service technician repairing an Edwards pump at a national plant.

## Product Exchange

If process uptime is critical, or it is simply not convenient to perform repair or maintenance work on site, the Edwards Service Exchange Programme offers rapid product replacement from a comprehensive global inventory. Products are tested as new, and come with a 12-month warranty.

## Upgrades

Take advantage of the latest Edwards products by upgrading your existing equipment. We offer cost effective upgrade of most Edwards and competitor equipment, allowing you to benefit from enhanced performance and reduced operating costs. Upgrade proposals with short payback periods can be tailored to individual customer requirements and typically include removal of existing equipment, supply of new upgrade equipment and, if necessary, kits allowing straight forward adaptation of connections.

## Refurbished Products

Genuine Edwards refurbished products provide a cost effective route to expand, upgrade or replace your installations without sacrificing quality, reliability or performance. Like our Service Exchange product, Refurbished products are tested as new and are supported by a 12-month warranty.

## Service Contracts and Agreements

Tailored contracts, ideal for larger installations, bring together any combination of our service product range into one package, whether for a single turnkey activity or longer term equipment maintenance and management. For smaller installations, or those under the cost control of multiple managers, Edwards provides standard fixed price contracts for simple budgeting and cost management.



Edwards support extends across our complete range of products

## Operation, Maintenance and Service Training

Avoid unplanned downtime with correct operation and maintenance by taking advantage of professional advice over the phone, practical classroom based courses at our training facilities, or dedicated onsite training for your technicians and operators.

## Local Support from a Global Company

We understand the importance of local support. With over 70 service facilities worldwide, a team of over 1000 service engineers and technicians, and a growing network of service agents, Edwards is never far away. From Edwards you can expect a local, rapid response and great value service, delivered by the experts.

## Consistent and Reliable Standards Wherever You Are

We develop or manufacture the training, processes, tooling and parts used throughout our service network at the factories where we develop and manufacture our products. This is why our service team is always ready to deliver quality support. As you would expect from a responsible, global company, we operate under ISO9001 and ISO14001 accreditation.

# International Training

## A Very Practical Experience

Edwards offers a number of standard and customized courses at various locations around the world, and has dedicated training centers located in the UK and USA. We believe that training should not be confined to formal classroom situations. Therefore, our training centers additionally offer laboratory and workshop facilities containing a wide range of modern vacuum equipment available to put theory into practice.

Participants will spend some of their time gaining hands-on experience by carrying out various projects under supervision. These could include, for example, finding leaks in a vacuum system; correctly operating a pumping system; investigating the effects of contamination inside a vacuum system or carrying out a complete strip-down and overhaul of a pump. We also provide demonstrations and videos, as appropriate. Additionally, participants often mention the value of the informal discussions which take place.

Training given to participants will for example:

- Give them more confidence in operating and fault finding on a vacuum system
- Provide guidance on the proper care and maintenance of vacuum equipment
- Help them understand the physical principles of vacuum technology
- Lead to more effective system design
- Encourage participation and discussion of the vacuum related problems they are facing

## The Courses

We offer a variety of training courses both on-site and at our training facility in Crawley, lasting from one to five days, depending on the topic. For example:

**Introductory and Applications Courses Include:**

- Practical vacuum technology
- Vacuum system design
- Leak detection
- Semiconductor vacuum process technology

**Equipment Maintenance and Product Familiarization Courses Include:**

- Vacuum pump maintenance: vane, piston, boosters and others
- Drystar<sup>®</sup> dry pump training
- Leak detector familiarization

## The Training Centers

Corporate Technical Training  
Edwards  
Manor Royal  
Crawley  
RH10 9LW  
UK  
Telephone:(01293) 528844 (ext 3205)  
Fax:(01293) 540814



## Modern Vacuum Practice (3rd Edition)



Now in its third edition, completely revised and updated with much new material. This popular textbook is a straightforward introduction to high vacuum technology suitable for anyone using high vacuum as a tool. The author provides a fundamentally non-mathematical treatment of the subject, assuming no prior vacuum knowledge. With its emphasis on providing practical information, the book gives the reader knowledge to set-up, maintain and troubleshoot a vacuum system.

The revised third edition has 100 more pages and includes:

- A new chapter on vacuum applications
- A new chapter on vacuum for chemical processes
- A new section with 90 commonly asked questions and their answers

Author: Nigel Harris

## Ordering Information

Product Description	Order No.
Modern Vacuum Practice	28632-001