

Gold Maintenance Plan



Scheduled performance of complete maintenance, plus coverage during unexpected system downtime.

- Pre-scheduled preventative maintenance visits designed to identify and resolve problems to maximize system uptime
- Two Remedial Plus visits to help ensure system performance
- Genuine GSI Group parts installed by factory-certified service engineers
- Essential field change notices installed at the time of PM visits to help ensure maximum system performance and compatibility
- Full year fixed-cost coverage for preventative maintenance to simplify budgeting
- Coverage includes all parts (excluding consumables), labor, and travel costs to restore your system to GSI Group's operational specifications at the time of the PM or remedial visit



Increased Reliability and Uptime, With Additional Security

At *GSI Group*, we understand that as our customer, your priority is your current production requirements. For you to succeed, your laser systems must be reliable, providing the uptime and throughput to meet those production needs. That's why we have developed the *Gold Maintenance Plan*. It keeps your laser running smoothly and to specifications, minimizing downtime and service calls during normal production.

During each recommended Preventative Maintenance (PM) visit, a service engineer will perform complete tests and adjustment, including optimization of the laser, replacement of any worn, or defective part, up through and to production testing of your product to ensure reliability. It's the best way to keep your system running to spec – and your production on track.

Standardized Procedures, Driven by PM Checklist

The PM checklist is the cornerstone of our planned maintenance program for your laser system. For each product we sell, *GSI Group* has identified specific areas that require periodic attention, based on lengthy testing and evaluation of each subsystem. Guided by this checklist and our maintenance procedures, our service engineers will proactively check, evaluate, and replace parts before they fail or cause downtime. This will help to increase system availability and throughput – just what a production environment needs.

Planned Maintenance for Each System

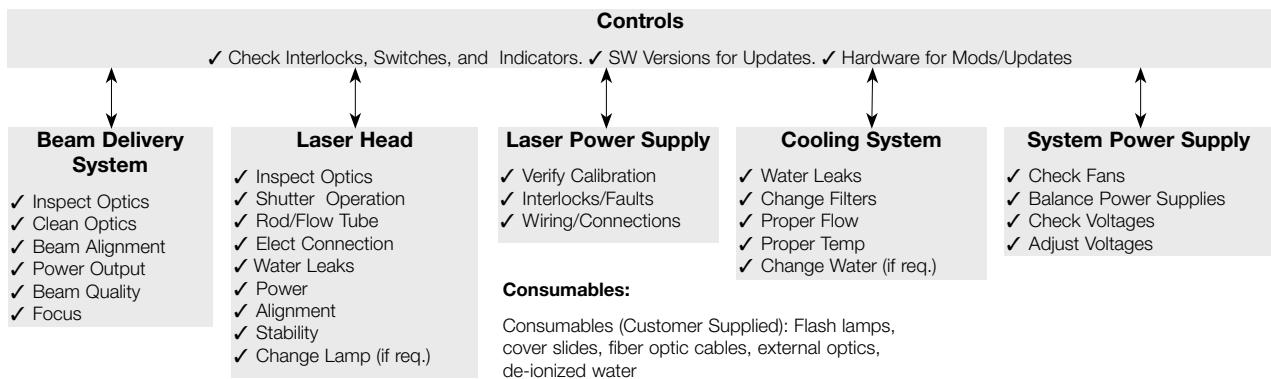
For each *GSI Group* laser you own, we set up a schedule to ensure that planned maintenance occurs at correct intervals, and that this can occur at times that will be

least disruptive to your production cycles. When the maintenance periods occur, we'll be on-site with the parts and procedures you need. Additionally, if there is a system failure outside of scheduled PM visits, you have two visits to provide extra coverage with the *Gold Maintenance Plan*.

Partnering with GSI Group

Partnering with our customers has been the strength and driving principle of *GSI Group* for over 30 years. Our goal is to provide you with service agreements that deliver the highest system uptime and the most competitive ROI on the market. Our service engineers are trained and knowledgeable in every aspect of maintenance, troubleshooting and optimizing your system for the best performance. Let us partner with you to get the most productivity from your system.

Typical PM Checklist



Note: Each system will vary depending on configuration and options.

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