

# WORLD CLASS SERVICE SOLUTIONS

Giving you a clear edge





## EDWARDS THE PARTNER OF CHOICE

**Edwards is a world leader in the design, technology and manufacture of vacuum pumps with over 95 years' history and more than 75 years' manufacturing experience.**

Edwards believes in delivering results that bring value to our customers by using our breadth of industry experience to identify and apply solutions to your problems. Your business success, enabled by the optimum performance and up-time of our equipment, is our top priority. Whether you are simply looking for help and advice, or want a long term total service partner, we are committed to providing service solutions that meet your needs and objectives.

## Range of services for planned and unplanned maintenance

Your business success depends on maximum equipment uptime and minimum total cost of ownership, and we constantly strive to support those objectives. As a global leader in vacuum technology and processes, we understand how vacuum pumps and systems perform in real life. Our wide portfolio of services is designed with you in mind: to help keep your processes and equipment running in the most economical and environmentally efficient manner.

### Spare parts and service kits

A wide range of spares and service kits are available to allow customers to maintain products themselves. We also sell spares for other manufacturers' vacuum pumps through a distribution agreement with Precision Plus. OEM original and essential replacement parts are produced to the same high quality standard as our new products and are ready when you need them the most.

- Saves time
- Reduces your supply chain cost
- Extends the life of your products

### Service exchange – for immediate replacement of your vacuum equipment

We maintain a comprehensive inventory of service exchange product, built and tested to as-new performance specifications in our service centres. Call us, and we'll ship you the exchange product and you simply return the original product to us – fast, simple and with minimum downtime!

- Minimize downtime
- Wide range of equipment available from stock; other variants on short lead time
- Full 12 month warranty

### Certified products – a cost-effective backup pump or upgrade



When you need to add back-up spares, expand, or upgrade your facilities with recent generation vacuum equipment, our Certified products can offer cost effective and carbon friendly alternatives to new equipment. Certified products are pre-owned and factory-new ReManufactured with only Edwards Certified parts. Certified products are provided with all the accessories required to install the product straight out of the box.

- Cost-effective alternative to new equipment or as an option for back-up spares
- ReManufactured to 'as new' performance with only Edwards Certified parts
- Comprehensive 12 month parts and workmanship warranty

### Field service – our vacuum expertise on your site

Our field service teams carry out preventive maintenance, repair, commissioning and installation of a wide range of vacuum equipment. Our experienced engineers can provide health checks and recommend upgrades to ensure that your vacuum system is kept in peak performance. Take control of your vacuum maintenance costs with an Edwards fixed price service contract.

Options include:

- Product installation and commissioning, operator training
- Scheduled monitoring, preventive and predictive maintenance, breakdown and support
- Emergency hotline and service support, including availability outside of normal working hours

## Equipment ReManufacturing – designed to suit your needs

You need the flexibility of service offerings ranging from a basic service to full factory-new ReManufacturing, available through our global network of service centers. Recognizing the needs of our broad customer base, our offer varies by product range and market. Fixed price and fixed scope options help with simple budgeting and purchasing while on some products, we provide flexible “pay what you need” pricing. Following are our typical service offerings:

### Fixed price servicing options:

#### Clean and overhaul

- Basic level of service
- Strip and decontamination
- Rebuild of pump
- Replacement of consumable parts
- Tested for safety
- 90 days warranty

#### Standard Service

- All inclusions of clean and overhaul
- All defective non-consumable parts replacement (part exception exists)
- 180 days warranty

#### Major Service

- All inclusions of standard service
- All parts required to return the pump to factory specification
- 180 days warranty

#### Flexible (flex) price service

- All inclusions of clean and overhaul
- Tested for safety and factory vacuum performance
- Any non-consumable parts that require replacement are charged extra
- 180 days warranty

## Extended Warranties

Optional extended warranties are available on a selected number of new and Certified products at time of sale. The standard product warranty can be extended to 2 or 3 years, subject to the same terms and conditions of the original product.

## Preventive Maintenance Agreement - Expert Advantage Contracts

Our Expertise is in knowing how to get the most from your Edwards equipment, knowledge we have gathered from supporting our installed base of over 750 000 Vacuum Pumps and 10 000 Exhaust Management Systems around the world.

Your Advantage comes in leveraging our Expertise through our range of support services, ranging from the repair of a single product to proactively managing all Edwards equipment across your facility. Service contracts can be tailored to meet your needs and range from a simple pump health check to major multi-site preventive maintenance.

## Rotary vane pumps

| Pump Type                          | Service Exchange | Field Service | ReManufacturing |             |
|------------------------------------|------------------|---------------|-----------------|-------------|
|                                    |                  |               | Flex service    | Fixed price |
| E2MO.7/1.5                         | ✓                | ✓             |                 | ✓           |
| Speedivac 2 Series                 | ✓                | ✓             |                 | ✓           |
| RV3/5/8/12                         | ✓                | ✓             |                 | ✓           |
| E1/E2 M18/28                       | ✓                | ✓             |                 | ✓           |
| E1/E2 M40/80/175/275               | ✓                | ✓             | ✓               |             |
| EV20/40/70/100/160/200/300/400/630 |                  | ✓             |                 | ✓           |
| ES65/100/200/300/630               |                  | ✓             |                 |             |



## Small dry pumps

| Pump Type          | Service Exchange | Field Service | ReManufacturing |             |
|--------------------|------------------|---------------|-----------------|-------------|
|                    |                  |               | Flex service    | Fixed price |
| XDS5/10            | ✓                | ✓             |                 | ✓           |
| XDS35i             | ✓                | ✓             |                 | ✓           |
| ESDP12             | ✓                | ✓             |                 | ✓           |
| nXDS6i/10i/15i/20i | ✓                | ✓             |                 | ✓           |



## Rotary piston pumps

| Pump Type            | Service Exchange | Field Service | ReManufacturing |             |
|----------------------|------------------|---------------|-----------------|-------------|
|                      |                  |               | Flex service    | Fixed price |
| Microvac 146/148/149 | ✓                | ✓             | ✓               |             |
| Microvac 212J/412J   | ✓                | ✓             | ✓               |             |
| Microvac 612J/912J   |                  | ✓             | ✓               |             |



## Mechanical boosters

| Pump Type                | Service Exchange | Field Service | ReManufacturing |             |
|--------------------------|------------------|---------------|-----------------|-------------|
|                          |                  |               | Flex service    | Fixed price |
| EH250/500/1200/2600/4200 | ✓                | ✓             | ✓               |             |
| Stokes 306/310           |                  | ✓             | ✓               |             |
| Stokes 607/615/622       | ✓                | ✓             | ✓               |             |
| SN7000/HV8000            | ✓                | ✓             | ✓               |             |
| HV30000/40000            |                  | ✓             | ✓               |             |



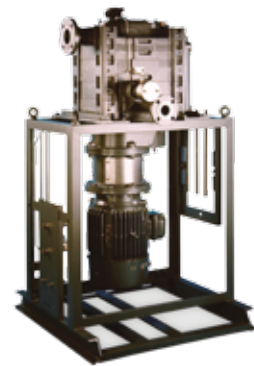
## Industrial dry pumps

| Pump Type            | Service Exchange | Field Service | ReManufacturing |             |
|----------------------|------------------|---------------|-----------------|-------------|
|                      |                  |               | Flex service    | Fixed price |
| GV80/160/250/400/600 | ✓                | ✓             | ✓               |             |
| IDX1000/IDX1300      | ✓                | ✓             | ✓               |             |
| GXS160/250/450/750   | ✓                | ✓             | ✓               |             |



## Chemical dry pumps

| Pump Type                | Service Exchange | Field Service | ReManufacturing |             |
|--------------------------|------------------|---------------|-----------------|-------------|
|                          |                  |               | Flex service    | Fixed price |
| EDP80/100/160/250/400    | ✓                | ✓             | ✓               |             |
| CXS160/250 (module only) | ✓                | ✓             | ✓               | ✓           |
| CDX1000                  | ✓                | ✓             | ✓               |             |



## Turbomolecular pumps

| Pump Type   | Service Exchange            | Field Service (limited activities) | ReManufacturing |             |
|-------------|-----------------------------|------------------------------------|-----------------|-------------|
|             |                             |                                    | Flex service    | Fixed price |
| STP Series  | ✓<br>(generation 2 onwards) | ✓                                  | ✓               |             |
| EXT Series  | ✓                           | ✓                                  |                 | ✓           |
| nEXT Series | ✓                           | ✓                                  |                 | ✓           |



## Vapour pumps

| Pump Type       | Service Exchange | Field Service | ReManufacturing |             |
|-----------------|------------------|---------------|-----------------|-------------|
|                 |                  |               | Flex service    | Fixed price |
| Diffstak series |                  | ✓             |                 |             |
| EO Series       |                  | ✓             |                 |             |
| HT Series       |                  | ✓             |                 |             |
| Vapour Boosters |                  | ✓             |                 |             |



## Liquid ring pumps

All liquid ring pumps will be serviced under local Authorized Service Provider (ASP) agreements. No standard scope of work is provided by Edwards – contact your local Edwards Field Service manager for more details.

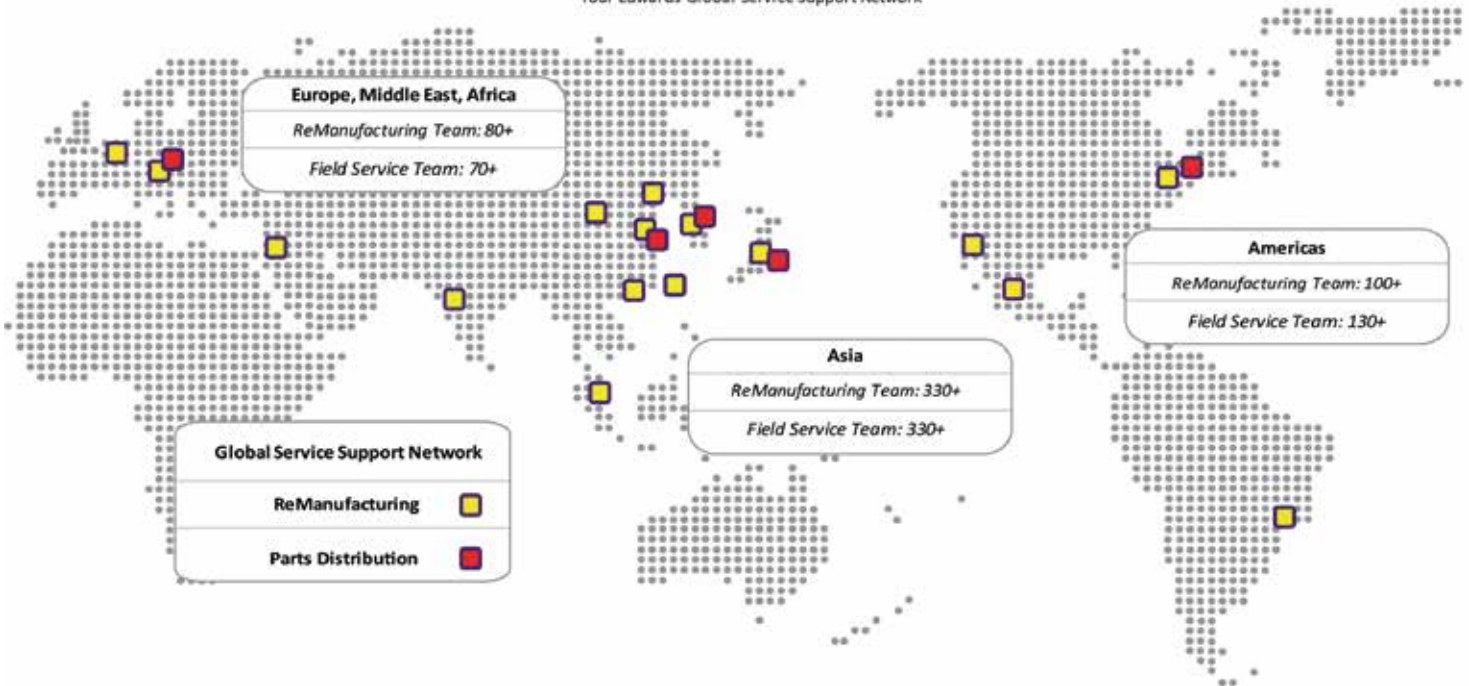
| Pump Type  | Service Exchange | Field Service | ReManufacturing |             |
|------------|------------------|---------------|-----------------|-------------|
|            |                  |               | Flex service    | Fixed price |
| LR1A/B     |                  | ✓             | ✓               |             |
| SHR Series |                  | ✓             | ✓               |             |





# EDWARDS GLOBAL FOOTPRINT

Your Edwards Global Service Support Network



## Our Americas Service Support Network

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Publication Number: F00420895, Issue A  
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