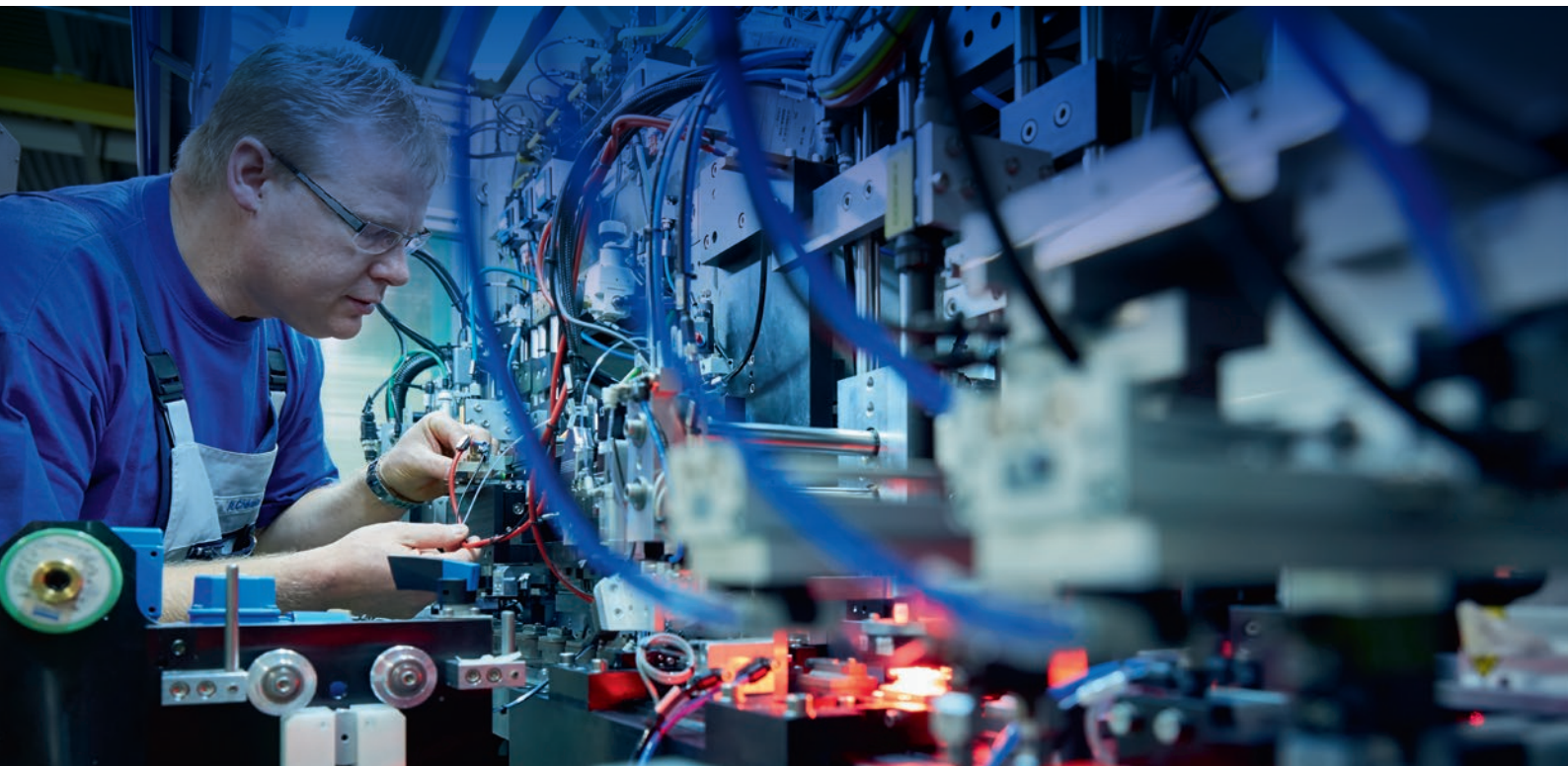




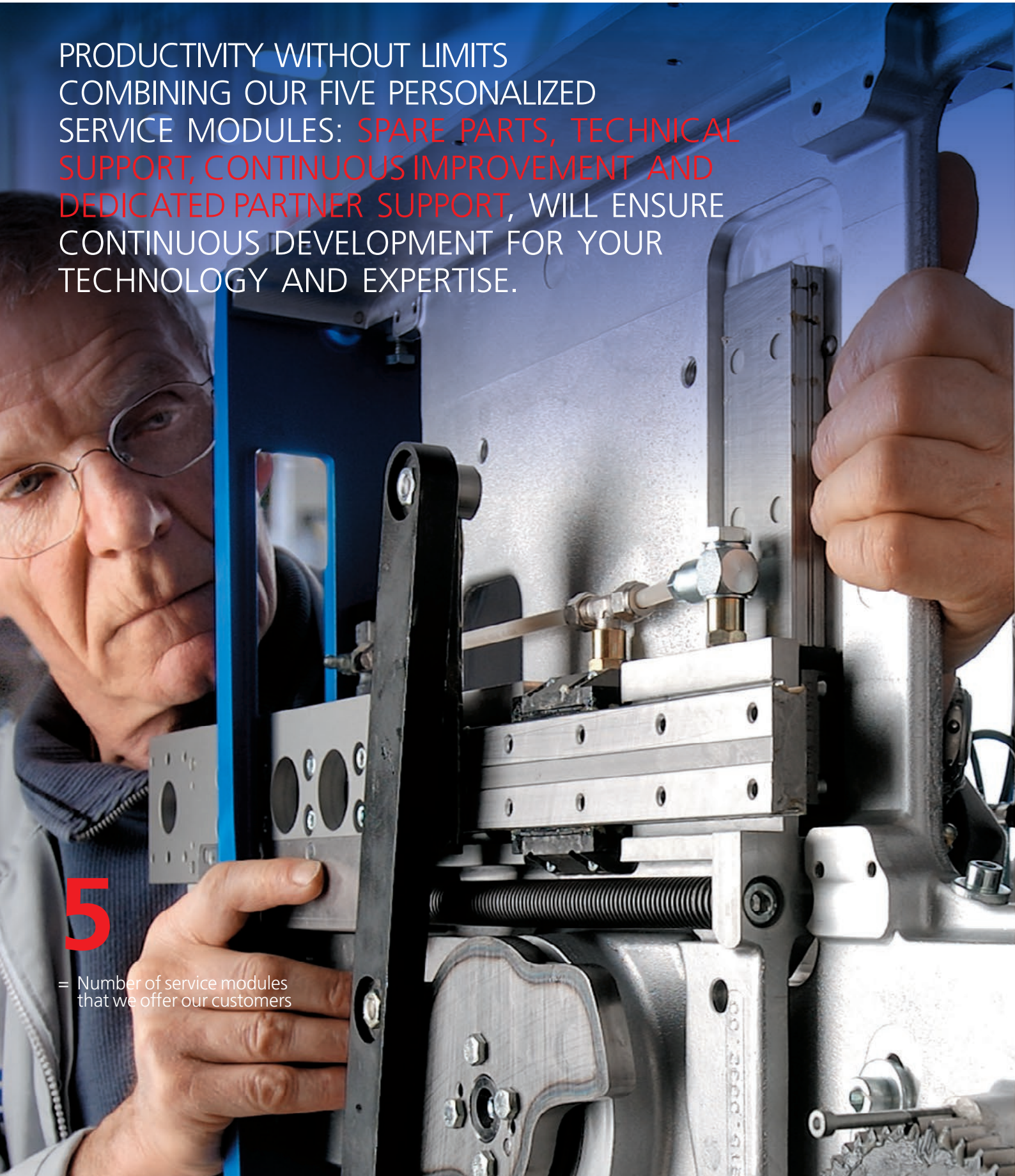
MIKRON CUSTOMER SERVICE
Service solutions for you



PRODUCTIVITY WITHOUT LIMITS
COMBINING OUR FIVE PERSONALIZED
SERVICE MODULES: SPARE PARTS, TECHNICAL
SUPPORT, CONTINUOUS IMPROVEMENT AND
DEDICATED PARTNER SUPPORT, WILL ENSURE
CONTINUOUS DEVELOPMENT FOR YOUR
TECHNOLOGY AND EXPERTISE.

5

= Number of service modules
that we offer our customers



MIKRON CUSTOMER SERVICE

FLEXIBLE, MODULAR, CUSTOMER ORIENTED

Professional and efficient assistance! We guarantee quick, competent and uncomplicated Service and Support.

Mikron Customer Service offers 5 modules, a mix of reactive, preventive and predictive service plans.

Together we can design a "Service Solution" profile, tailored to your individual needs. Thus each customer is assured to receive exactly the service and support, best suited for their system and individual requirements.

MIKRON SERVICE MODULES



DELIVERIES
for a reliable supply of spare parts

Module 1: We deliver you the right parts fast



TECHNICAL SUPPORT
for the optimum maintenance
of your equipment

Module 2: We fix, repair, maintain and move your equipment



CONTINUOUS IMPROVEMENT
for the maximum efficiency of your
equipment

Module 3: We observe, listen, analyse and propose solutions to optimize your OEE



PARTNER SUPPORT
to maximize the return on your investment

Module 4: We visit you to talk about your needs, we are your direct partner



TRAINING SERVICES
take advantage of every aspect of your line

Module 5: We bring you the skill and the confidence



DELIVERIES

WITH AN IMPRESSIVE SUPPLY OF GENUINE MIKRON PARTS ON STOCK, YOUR SYSTEMS WILL STAY AT **THE CUTTING EDGE OF TECHNOLOGY**. MAINTENANCE OPERATIONS WILL BE UNDERTAKEN WITH SPEED, EASE AND RELIABILITY. IN CASE OF EMERGENCY, YOU'LL HAVE THE PARTS WITHIN 24 HOURS.





FOR A RELIABLE SUPPLY OF SPARE PARTS

ORIGINAL MIKRON SPARE PARTS

How you benefit from using original Mikron spare parts:

- Less machine downtime and a longer durability for your system, as spare parts are manufactured according to the high precision material specification and using state-of-the-art production technologies.
- Continuous improvement of our components.
- Fast maintenance. Our service technicians are thoroughly familiar with Mikron original spare parts. Maintenance is easy and time efficient for both the customer and Mikron Customer Service.
- Extensive stock of Mikron original standard spare parts – even for older systems.
- Direct delivery for parts we have on stock.
- Spare parts quotations and deliveries
- Logistics handling
- Follow up of all shipments to permit on time delivery

We supply a set of recommended spare parts which you should hold in stock, in order to reduce downtime due to missing parts.



TECHNICAL SUPPORT

FOR THE OPTIMUM MAINTENANCE OF YOUR EQUIPMENT

MAINTENANCE

Proactive actions reduce unproductive and unplanned downtime with preventive maintenance from Mikron Customer Service.

Health Check

Efficient analysis of the system's current condition: The Mikron service technician will inspect your system on-site over one or two days. You will receive a written report outlining the condition of the machine, as well as recommendations regarding maintenance and replacement of worn parts.

Preventive Maintenance

With preventive maintenance, we offer a defined service package at a fixed price. The scope of services is customized to suit your machine type. Maintenance consists of two or three days and is performed by experienced Mikron service technicians, according to a Mikron Service check list and in consultation with you.

Service Agreements

With a Mikron service agreement, the functioning and precision of the system is verified and maintained on a regular basis for a fixed price. A service agreement can be defined according to your individual needs. Mikron service agreements offer a great way to minimize service costs, making it convenient for budgeting.

REMOTE MAINTENANCE

Regardless of the location of your machine, Mikron service engineers can check all the relevant machine status information in a matter of seconds.

Many problems can be corrected immediately with the support of the Mikron Customer Service remote maintenance.

You save time and money. Machine downtime is reduced.

OVERHAUL

Restore the original quality and technical efficiency of your system.

Revision of the entire system

Your system may require an overhaul after several years of operation to restore it to its original efficiency. After a full analysis has been performed, the system will be either partially or, if necessary, completely overhauled and customized to your requirements. Upon request, the system will be upgraded with state-of-the-art technology. This upgrade can be realized for mechanical, electrical and software parts of the machine.

SERVICE ASSIGNMENT

Mikron Customer Service experts support you quickly and competently in the event of machine failures, for maintenance, change-over, or for the installing of a new system. Our mechanical, electrical and programming experts are available for your specific needs.

In a number of countries, we have local Customer Service technicians which enables us to provide quick onsite presence if needed

Production support

- Mikron's experience in providing production support
- Operate the system and train your operators
- Avoid downtime due to unfamiliarity

Machine Moves

Production conditions may change at any time during your system's life span, obliging you to move your assembly line to another production site. Mikron Customer Service is perfectly equipped to dismantle, move, reinstall and put into service your machines efficiently.

HELPDESK


Immediate support from our experienced Helpdesk experts:

- Telephone support for solving technical problems.
- Help for identifying spare parts.
- Upon request and when necessary, we will dispatch one of our service technicians.

See your local Contact Center on last page.

CONTRACT SERVICE LINE 24/7: SUPPORT AROUND THE CLOCK

Modern efficient assembly systems are required to combine high productivity and with minimum downtimes. Around the clock production is now commonplace and shift operation is a fact of everyday life. This is why Mikron offers you round-the-clock service provided by highly qualified, experienced technicians whose expertise you can rely on 24 hours a day, 7 days a week, including public holidays. Not only can our specialists provide technical support by phone, they can access your system remotely and help you to resume production. Upon request and when necessary, we organize the service visit for the next working day.

A close-up, profile view of a middle-aged man with grey hair and a goatee, wearing a light blue long-sleeved shirt. He is focused on a dense array of multi-colored fiber optic cables (red, blue, green, purple, orange) connected to a network switch or patch panel. The background shows a server room environment with more equipment and cables. The lighting is bright, highlighting the technician's concentration.

WITH MIKRON AUTOMATION, THE TERM "SUPPORT"
MEANS "MORE". IT MEANS HELPDESK,
REMOTE MAINTENANCE, HEALTH CHECKS,
PREVENTIVE MAINTENANCE, OVERHAULING,
UPDATES AND FIXED PRICE SERVICE AGREEMENTS.
OUR EXPERTS GUARANTEE **PEACE OF MIND** WHEN
YOU NEED IT.



CONTINUOUS IMPROVEMENT

IMPROVEMENT SERVICES

OEE Analyze

- In your location we monitor your system and your use of it. A detailed efficiency report is generated for you.
- This report contains recommendation of potential improvement solutions.

Process improvement

- Our skilled specialists can guide you toward new processes that have evolved. This can be mechanical, software, sub-systems, etc.

Productivity gain

- Our suggestions will help you to ramp-up again to the desired OEE and to lower the non-quality.
- It will certainly support you in taking decisions.

WE WILL INSTALL AND HELP YOU MAKE
THE MOST EFFECTIVE USE OF OUR SYSTEMS.
WE TRAIN YOUR ENGINEERS, PROVIDE PRODUCTION
ASSISTANCE AND IMPROVE YOUR PROCESSES WHICH
WILL REDUCE FUTURE COSTS.
WITH MIKRON, **RETURN ON YOUR INVESTMENT**
NEVER STOPS.



PARTNER SUPPORT

TO MAXIMIZE THE RETURN ON YOUR INVESTMENT

SALES REPRESENTATIVE

Your Customer service area manager is your main contact person. Strong partnership through collaboration from the beginning of the project during the whole lifetime of the machines. We do Regular visits to ensure Customers' expectations are met. We are here to help you transform any request into solid reality.

When we are in our offices we support you on any question you may have. It can be commercial, technical or whatever else. We are the facilitator between you and many other departments within Mikron or any external 3rd party.

In a number of countries, we have local Customer Service representatives which enables us to provide quick onsite presence if needed.



TRAINING SERVICES

FOR THE MAXIMUM EFFICIENCY OF YOUR EQUIPMENT

Training is a vital element of any manufacturing system. At Mikron, our structured training programs are designed to enable our customers to be self-sufficient for the majority of their needs.

Mikron Training Center

Customer training in our dedicated center include the standard mechanical, pneumatic and electrical parts of your machine. We provide hands-on training to your operators and maintenance team that focusses on reducing the adoption period of the machine, minimizing downtime and enabling them to access all of the benefits that Mikron solution has to offer.

Basic training

We will provide to all participant with the necessary technical knowledge to:

- Optimally and efficiently use your system
- Complete basic adjustments
- Use the statistics and fault analysis available on the HMI
- Maintain your system correctly

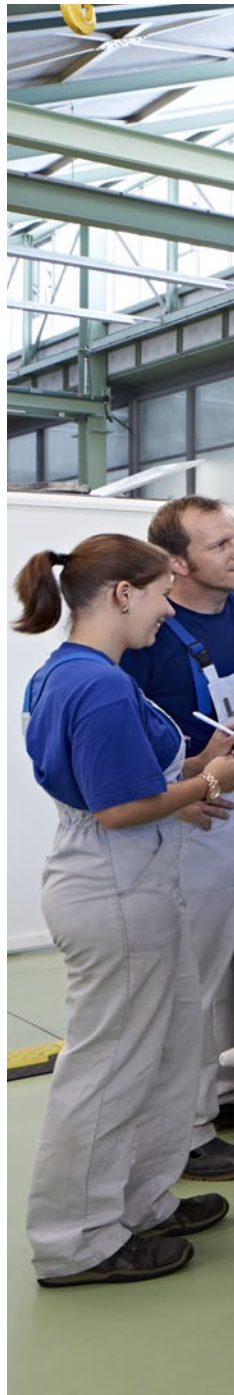
Specific training


We offer a large choice of specific training to respond to all our customer's needs.

- Maintenance training
- Software training level I&II
- Polyfeed training level I&II
- Tray Handler training level I&II
- Vision system training level I&II

On-site Training

Training courses can be customized to your system and be held in your facilities in front of your own machine. Mikron Customer Service offers courses tailored to the requirements of participants and the machine configuration.





WE PROVIDE HANDS-ON TRAINING TO YOUR OPERATORS AND MAINTENANCE TEAM THAT FOCUSSES ON REDUCING THE ADOPTION PERIOD OF THE MACHINE, MINIMIZING DOWN TIME AND ENABLING THEM TO ACCESS ALL OF THE BENEFITS THAT A MIKRON SOLUTION HAS TO OFFER

ABOUT US

To date, Mikron Automation has installed more than 3,800 assembly and testing systems worldwide. Its international customers operate in the following markets: pharmaceutical, medtech, automotive, electrical/electronics, consumer goods and construction/building. Mikron Automation currently employs around 620 people and is headquartered in Boudry (Neuchâtel), a region that is regarded as the heart of the Swiss watchmaking industry. It also has sites in Denver (USA), Singapore, Shanghai (China) and Kaunas (Lithuania).

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