

Pacific

Customer Support Services

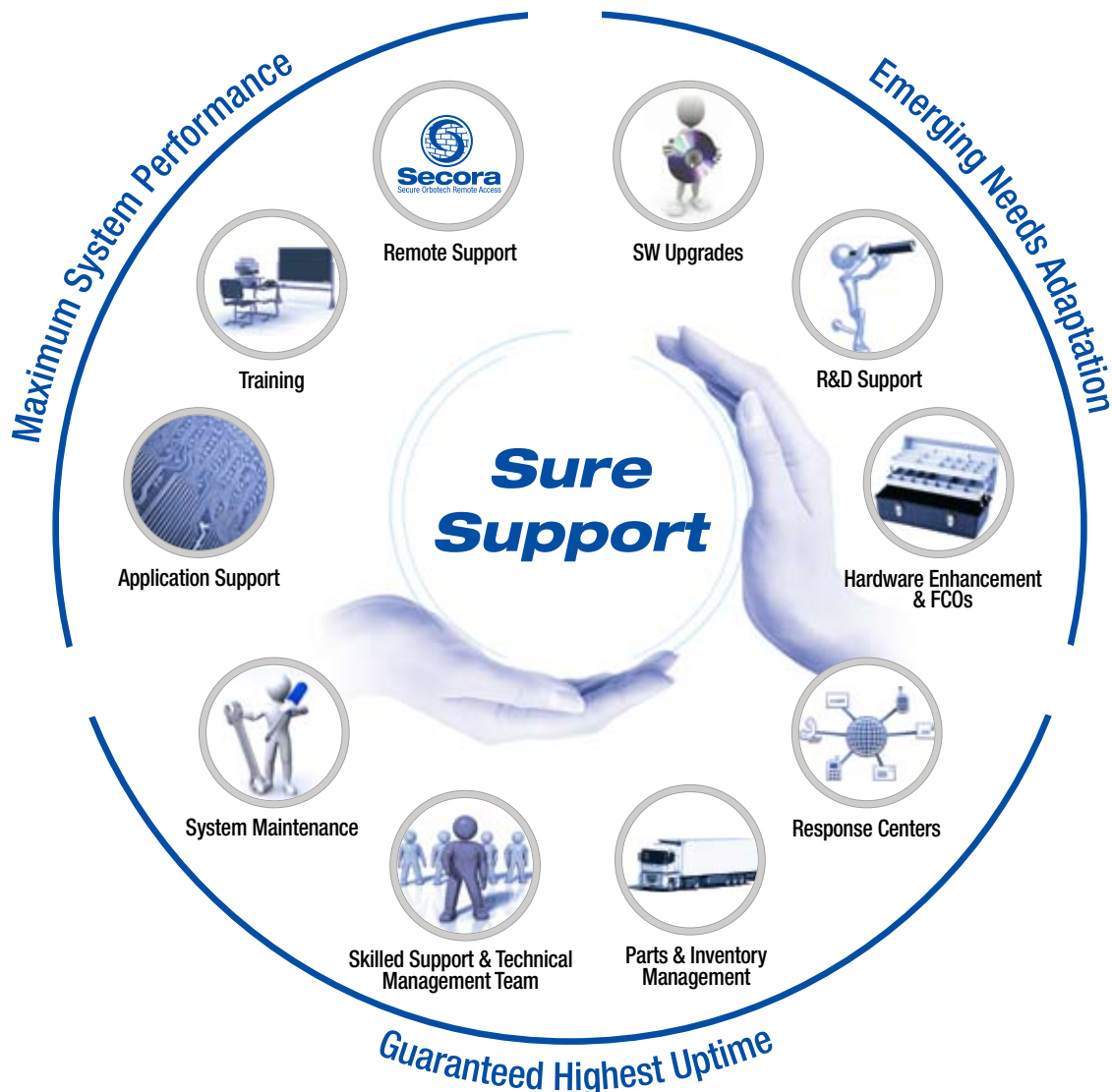


Customer Support Services

With Orbotech's customer support programs and services, you can rely on our over 25 years of worldwide expertise to help you achieve today's rapidly changing product requirements, fast cycle times and increasing quality demands. At the same time, be assured that our local focus on your specific support requirements will give you maximized system uptime and performance.

Benefit from Maximum System Uptime and Efficiency

- Fastest response time, high spare parts availability and short time to repair
- Responsive, professional remote or on-site support for all technical or application challenges
- Continuous product enhancement with software and hardware upgrades
- Support for emerging technologies with development of new system capabilities
- Long life cycle support with hardware development to replace obsolete parts
- On-going trainings for Orbotech's technical support engineers and users to ensure continuous efficiency



you maximize your equipment know-how - whether just getting started or learning the most advanced aspects of the system.

- Training at Orbotech's large branch offices or your site
- Knowledgeable, field-experienced instructors
- Advanced training for Orbotech PCB solutions users
- Continuous education for Orbotech's Customer Support Engineers
- State-of-the-art training tools to improve training efficiency



Secure Adaptation for Emerging Needs

Continuous product improvement is essential to meet the challenges of advanced PCB product development. Orbotech dedicates major effort and resources to protect your system investment and guarantee efficient operation during the life cycle of your Orbotech solution.



SW Upgrades

Software Upgrades

- Major versions for all products and minor versions for urgent and specific needs
- Upgrades with new features, improvements and enhancements
- Over 20 software upgrades per year across all products



R&D Support

R&D Support

- More than 100 R&D engineers for PCB products
- On-going support and answer specific needs
- Dedicated Customer Support Managers per product line in R&D
- On-site support as well as remote support as needed



Hardware Enhancement
& FCOs

Hardware Enhancements & Field Change Orders (FCO's)

- Installation of hardware upgrades (FCO's) for new features and improvements
- Increase machine reliability and answer customer requests
- Replacement of obsolete spare parts in aging products

Maximum System Performance

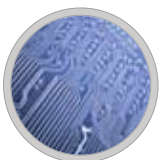
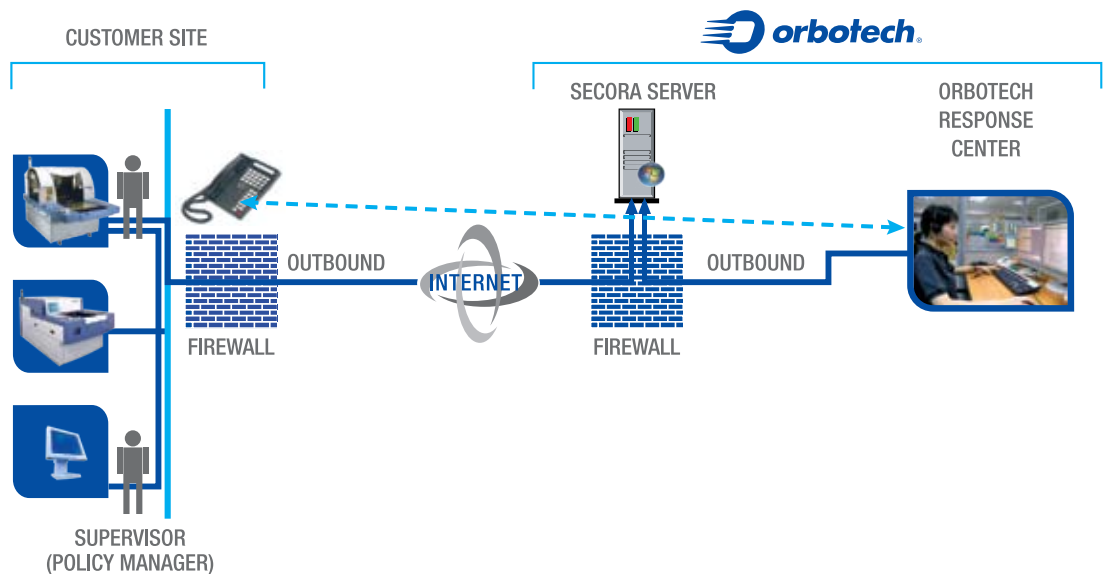


Remote Support

Remote Support

By using Secora, Orbotech's remote operation and control tool, our Response Center experts and technical team can access your Orbotech system via a fully isolated and secure internet connection to simulate your production situation and problem. This enables fast response to any issues you may have and gets you back into production as soon as possible.

- Easy to activate (as simple as a phone call)
- Allows viewing of the entire machine operation
- Offers full remote diagnostics
- Full machine set-up and application capabilities
- Enables Orbotech Response Center experts to support you as if on-site



Application Support

Applications Support

Achieving efficient equipment operation for advanced PCB products relies on the highest levels of system utilization. Our Application Engineers have years of experience in all of Orbotech's products to help you overcome application issues by real-time remote support or on-site visits.

- Supports efficient and cost-effective operation for mass production
- Assistance for new technologies and advanced applications
- Help for new development cycles from early stages
- Advanced application training for lead operators



Training

Training

On-going technical and application training is essential for an efficient and effective operation and for our own Customer Support Engineers to best serve you. Our instructors are fully knowledgeable in their areas of specialization, use the latest training tools and have field experience working with our customers to help

Customer Support Services

Guaranteed Highest Uptime



System Maintenance

System Maintenance

Our qualified Customer Support Engineers attend to all aspects of system performance at your facility. This includes installations, maintenance, hardware or software issues as well as applications support to ensure that your system and operation run optimally.

- Fast response time
- Wherever you need it

Orbotech's extensive global support network includes over 300 skilled Customer Support Engineers at 40 customer support offices worldwide (30 in the Pacific) to serve manufacturers.



Response Centers

Response Centers

Our knowledgeable, field-experienced experts in the Response Center answer your questions and resolve problems fast. As the easiest and fastest way to get highly professional technical and application support for all your Orbotech systems, many of your service calls can be closed easily and quickly right over the phone using one toll free number.

- Remote diagnostic tools for problem identification
- A senior expert is available within minutes
- When the problem requires an on-site visit, an engineer is dispatched with the correct problem diagnosis and spare parts



Skilled Support & Technical Management Team

Skilled Support and Technical Management Team

Each of our product lines is backed by Senior Technical Experts to ensure local access to our most knowledgeable staff for quick problem resolution. Fully connected to our R&D groups, our technical team also monitors actual system performance results to provide important feedback for enhancing our current products and developing next generation solutions.

- Correct fixing of even the most complicated challenges
- Fast solution for any rare problem



Parts & Inventory Management

Parts & Inventory Management

Orbotech maintains a strong infrastructure of parts inventory centers. Operating close to customer sites enables fast response by our Customer Support Engineers when a part is needed. All stock rooms are connected via electronic system with the ability to access to over \$20 million worth of inventory, allowing rapid sourcing from other locations if necessary.

- Accelerated parts delivery
- Obsolete spare parts replacement for aging products



Contact information:

Office	Company Name	Telephone	Response Center Number	Thank You for Choosing Orbotech Service
Taiwan	Orbotech Pacific Ltd, Taiwan Branch	(886) 3-222-6500	800-885-085	感謝您選擇奧寶的服務
Shenzhen, China	Orbotech Electronic (Shenzhen) Co., Ltd.	(86)755-2602-1777	800-830-4868 (PHS) 400-716-4868 (Mobile) 800-938-473 (HK)	感谢您选择奥宝的服务
Kunshan, China	Orbotech Electronics (Kunshan) Co., Ltd.	(86) 512-5513-6100	800-830-4868 (PHS) 400-716-4868 (Mobile)	感谢您选择奥宝的服务
Singapore	Orbotech Singapore Corporation Pte. Ltd.	(65) 6567-5657	(65)-6567-5657	Thank you for choosing Orbotech service
Korea	Orbotech Pacific Ltd, Korea Branch	(82) 31-780-0900	080-780-0900	오보텍과 함께하여 주셔서 감사합니다

PCB1084(E)_0210



www.orbotech.com/pcb

**Orbotech Pacific Ltd,
Taiwan Branch**
Room 3.4 Floor 2 No.99
Sec.1 Nankan Road,Luchu
Hsiang,Taoyuan,
Taiwan 338
Tel. (886) 3-222-6500

**Orbotech Electronic
(Shenzhen) Co., Ltd.**
1/F, Ministrant of Shekou
Technology Building, 7th
Industry Road, Nanshan
District, Shenzhen 518067,
China
Tel. (86)755-2602-1777

**Orbotech Electronics
(Kunshan) Co., Ltd.**
1-2F Sun Shine Plaza,
No. 9 Wei Ye Road,
Kunshan 215300, Jiangsu,
China
Tel. (86) 512-5513-6100

**Orbotech Singapore
Corporation Pte. Ltd.**
20 Science Park Rd.,
#03-25,TeleTech Park,
Singapore Science Park 2,
Singapore 117674
Tel. (65)6567-5657

**Orbotech Pacific Ltd,
Korea**
2/F., Sungnam CCI Building,
113, Imae-Dong,
Bundang-Gu,
Sungnam-City, Kyoungki-Do,
Korea 463829
Tel. (852) 2827-6688