

SERVICE SOLUTIONS



# PREVENTIVE CARE

[edwardsvacuum.com/service](http://edwardsvacuum.com/service)



Preventive Care delivers vacuum pump service you can count on. We plan routine maintenance performed by Edwards vacuum specialists using original spare parts and oil.



## Service you can count on

We take over the maintenance planning and responsibility for servicing your vacuum pump on a regular basis. Our Preventive Care plan is tailored to your pump's needs. We will optimise service events to reduce your total cost of ownership and increase your productivity. This allows you to focus fully on your production.



## Cost effective approach

Regular scheduled maintenance can identify potential problems before they occur and plans can be structured around your individual production situation. Preventive Care enables cost management as you can plan your maintenance costs in advance. In this way, expenses associated with unplanned downtime are minimised.



## Longer lifetime of your vacuum installation

Our vacuum specialists will help you to improve uptime and protect your processes. Regular maintenance conducted by one of our vacuum specialists reduces the risk of deterioration. Damaged or worn parts will be replaced with genuine Edwards spare parts to protect your investment and increase the lifespan of your vacuum pumps.

© Edwards Limited 2020. All rights reserved. Edwards and the Edwards logo are trademarks of Edwards Limited.

Whilst we make every effort to ensure that we describe our products and services accurately, we give no guarantee as to the accuracy or completeness of any information provided in this datasheet.

Edwards Ltd, registered in England and Wales No. 6124750, registered office: Innovation Drive, Burgess Hill, West Sussex, RH15 9TW, UK.

### Poland

Artur Ginalski +48 734 474 189  
artur.ginalski@edwardsvacuum.com

### Eastern Europe

+420 (0) 533 441 045  
ExportSales@edwardsvacuum.com

### Rest of EMEA

UK +44 1444 253 000  
UK (local rate) 08459 212223

Belgium +32 2 300 0730

France +33 1 4121 1256

Germany +49 89 991 918 56

Austria +49 89 991 918 56

Switzerland +49 89 991 918 56

Italy +39 02 48 4471

Israel +972 8 681 0633

### ASIA PACIFIC

China +86 400 111 9618

India +91 20 4075 2222

Japan +81 47 458 8836

Korea +82 31 716 7070

Singapore +65 6546 8408

Taiwan +886 3758 1000

### AMERICAS

USA +1 800 848 9800

Brazil +55 11 3952 5000

### MIDDLE EAST & AFRICA

+420 533 441 045



SERVICE SOLUTIONS



# FIELD SERVICE

[edwardsvacuum.com/service](http://edwardsvacuum.com/service)



Our experienced vacuum specialists are ready to carry out routine maintenance, troubleshooting, repair and commissioning of your vacuum equipment anywhere in the world, bringing best practice solutions directly to you.

SERVICE SOLUTIONS FOR VACUUM PUMPS



## Expertise you can trust

Our knowledgeable technicians use the currently best known methods to deliver commissioning, troubleshooting and routine maintenance based on your needs. We invest in tools training and inventory that enable our team of vacuum specialists to deliver quality service in a safe and consistent manner.



## Maximising lifetime

Maintenance performed by our vacuum specialists keeps your operations running smoothly as they are able to anticipate potential problems before they occur. Many issues can be corrected before causing irreversible damage. This helps to maximise the performance of your pump over its lifetime and avoid expensive repair.



## Reliability and constant productivity

All services are conducted by vacuum specialists according to the manufacturer's recommendations, using genuine Edwards spare parts and oils. This enhances your vacuum pump performance, reducing the risk of downtime and enabling your production to run more smoothly.

© Edwards Limited 2020. All rights reserved. Edwards and the Edwards logo are trademarks of Edwards Limited.

Whilst we make every effort to ensure that we describe our products and services accurately, we give no guarantee as to the accuracy or completeness of any information provided in this datasheet.

Edwards Ltd, registered in England and Wales No. 6124750, registered office: Innovation Drive, Burgess Hill, West Sussex, RH15 9TW, UK.



### Poland

Artur Ginalski +48 734 474 189  
artur.ginalski@edwardsvacuum.com

### Eastern Europe

+420 (0) 533 441 045  
ExportSales@edwardsvacuum.com

### Rest of EMEA

UK +44 1444 253 000  
UK (local rate) 08459 212223

Belgium +32 2 300 0730

France +33 1 4121 1256

Germany +49 89 991 918 56

Austria +49 89 991 918 56

Switzerland +49 89 991 918 56

Italy +39 02 48 4471

Israel +972 8 681 0633

### ASIA PACIFIC

China +86 400 111 9618

India +91 20 4075 2222

Japan +81 47 458 8836

Korea +82 31 716 7070

Singapore +65 6546 8408

Taiwan +886 3758 1000

### AMERICAS

USA +1 800 848 9800

Brazil +55 11 3952 5000

### MIDDLE EAST & AFRICA

+420 533 441 045

SERVICE SOLUTIONS

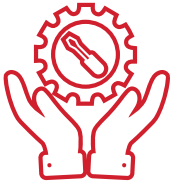


# COMPREHENSIVE CARE

[edwardsvacuum.com/service](http://edwardsvacuum.com/service)



Comprehensive Care is an all-inclusive plan for your vacuum pumps performed by our vacuum specialists. It covers everything you may need, including routine maintenance as well as risk coverage in case of breakdown.



## All-inclusive agreement

With Comprehensive Care, we will plan and execute the routine maintenance of your vacuum pump when needed according to the service schedule. You will benefit from cost transparency since you know in advance the total yearly maintenance budget, which also covers troubleshooting and unforeseen breakdown repairs.



## Lowest total cost of ownership

Regular service plans are structured around your individual production situations. Since routine maintenance keeps the pump in good shape, preventing expensive secondary damage, you benefit from the lowest total cost of ownership. In addition, with breakdown cover, you will not incur any extra costs if your pump needs repair.



## Increased lifetime for your vacuum pumps

With Comprehensive Care, our vacuum specialists help to lower the risk of your pump's deterioration, increasing the uptime and protecting your processes. The use of genuine parts and oil protect your vacuum pump, thus increasing its lifetime and protecting your investment.

© Edwards Limited 2020. All rights reserved. Edwards and the Edwards logo are trademarks of Edwards Limited.

Whilst we make every effort to ensure that we describe our products and services accurately, we give no guarantee as to the accuracy or completeness of any information provided in this datasheet.

Edwards Ltd, registered in England and Wales No. 6124750, registered office: Innovation Drive, Burgess Hill, West Sussex, RH15 9TW, UK.

### Poland

Artur Ginalski +48 734 474 189  
artur.ginalski@edwardsvacuum.com

### Eastern Europe

+420 (0) 533 441 045  
ExportSales@edwardsvacuum.com

### Rest of EMEA

UK +44 1444 253 000  
UK (local rate) 08459 212223

Belgium +32 2 300 0730

France +33 1 4121 1256

Germany +49 89 991 918 56

Austria +49 89 991 918 56

Switzerland +49 89 991 918 56

Italy +39 02 48 4471

Israel +972 8 681 0633

### ASIA PACIFIC

China +86 400 111 9618

India +91 20 4075 2222

Japan +81 47 458 8836

Korea +82 31 716 7070

Singapore +65 6546 8408

Taiwan +886 3758 1000

### AMERICAS

USA +1 800 848 9800

Brazil +55 11 3952 5000

### MIDDLE EAST & AFRICA

+420 533 441 045



SERVICE SOLUTIONS



# PARTS CARE

[edwardsvacuum.com/service](http://edwardsvacuum.com/service)



Parts Care schedules the delivery of oil, kits and spares to your door. Smart planning means you receive the essential parts you need at the right time to keep your pump running efficiently.



## Administration cost efficiency

With our Parts Care agreement, we will plan the regular delivery of the spare parts and oil your vacuum pump needs for its routine maintenance. You will save time and resources because you don't need to plan and place individual orders anymore. Parts Care allows you to concentrate on your core processes.



## High performance

Our original parts are made in our factories to the latest engineering specifications for reliable operation and protection of your equipment to ensure the safe operation of your pumps. Additionally, original parts are tested and specified for your pump, to maintain its performance at the highest level.



## Easy to use

Our genuine oil, spare parts and routine maintenance kits enable you to perform your service right the first time with the confidence that you will get everything your pump needs at the right moment. The spare parts kits are tailored for your equipment's needs, since they are delivered to you according to the correct service intervals.

© Edwards Limited 2020. All rights reserved. Edwards and the Edwards logo are trademarks of Edwards Limited.

Whilst we make every effort to ensure that we describe our products and services accurately, we give no guarantee as to the accuracy or completeness of any information provided in this datasheet.

Edwards Ltd, registered in England and Wales No. 6124750, registered office: Innovation Drive, Burgess Hill, West Sussex, RH15 9TW, UK.

### Poland

Artur Ginalski +48 734 474 189  
artur.ginalski@edwardsvacuum.com

### Eastern Europe

+420 (0) 533 441 045  
ExportSales@edwardsvacuum.com

### Rest of EMEA

UK +44 1444 253 000  
UK (local rate) 08459 212223

Belgium +32 2 300 0730

France +33 1 4121 1256

Germany +49 89 991 918 56

Austria +49 89 991 918 56

Switzerland +49 89 991 918 56

Italy +39 02 48 4471

Israel +972 8 681 0633

### ASIA PACIFIC

China +86 400 111 9618

India +91 20 4075 2222

Japan +81 47 458 8836

Korea +82 31 716 7070

Singapore +65 6546 8408

Taiwan +886 3758 1000

### AMERICAS

USA +1 800 848 9800

Brazil +55 11 3952 5000

### MIDDLE EAST & AFRICA

+420 533 441 045



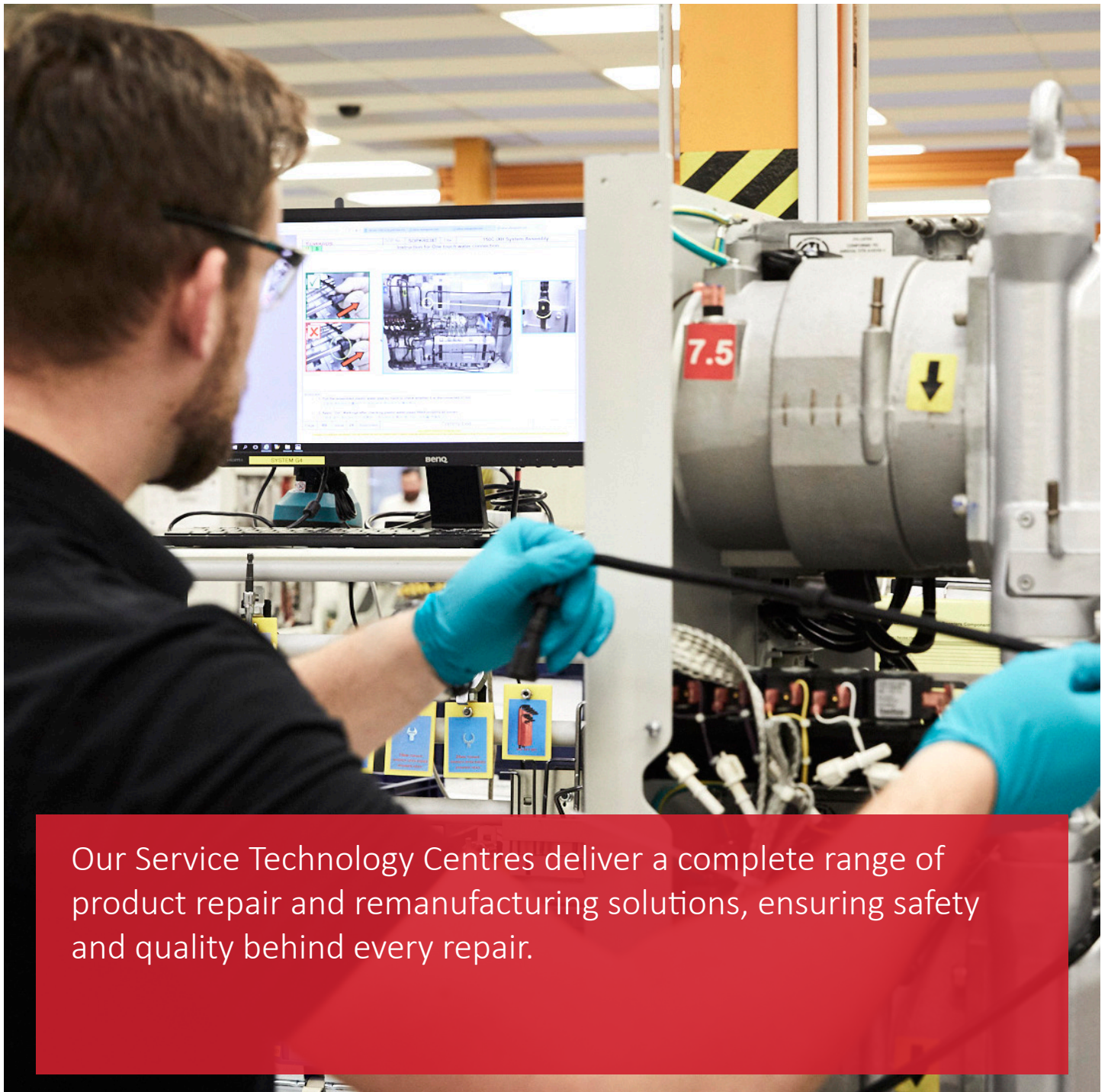


SERVICE SOLUTIONS



SERVICE TECHNOLOGY CENTRES

[edwardsvacuum.com/service](http://edwardsvacuum.com/service)



Our Service Technology Centres deliver a complete range of product repair and remanufacturing solutions, ensuring safety and quality behind every repair.

SERVICE SOLUTIONS FOR VACUUM PUMPS



## 360° pump expertise

Our Service Technology Centres are equipped to provide best practice solutions thanks to proven working practices and careful attention to detail. No matter what the condition of your pump, our highly trained specialists can handle it, even in harsh environments or critical applications.



## Performance as new

A service performed by our vacuum specialists keeps your vacuum equipment working properly, ensuring uptime and reliable vacuum performance. All services are conducted according to manufacturing recommendations, using genuine Edwards spare parts and oils that extend the life of your product.



## Laboratory services you can trust

Accuracy and precision are vital to effective vacuum processes, which is why our accredited laboratory services routinely calibrate and certify vacuum measurement instruments in accordance with recognised global standards. Our laboratory can accommodate most vacuum gauges, with rapid and efficient service anywhere in the world.

© Edwards Limited 2020. All rights reserved. Edwards and the Edwards logo are trademarks of Edwards Limited.

Whilst we make every effort to ensure that we describe our products and services accurately, we give no guarantee as to the accuracy or completeness of any information provided in this datasheet.

Edwards Ltd, registered in England and Wales No. 6124750, registered office: Innovation Drive, Burgess Hill, West Sussex, RH15 9TW, UK.

### Poland

Artur Ginalski +48 734 474 189  
artur.ginalski@edwardsvacuum.com

### Eastern Europe

+420 (0) 533 441 045  
ExportSales@edwardsvacuum.com

### Rest of EMEA

UK +44 1444 253 000  
UK (local rate) 08459 212223

Belgium +32 2 300 0730

France +33 1 4121 1256

Germany +49 89 991 918 56

Austria +49 89 991 918 56

Switzerland +49 89 991 918 56

Italy +39 02 48 4471

Israel +972 8 681 0633

### ASIA PACIFIC

China +86 400 111 9618

India +91 20 4075 2222

Japan +81 47 458 8836

Korea +82 31 716 7070

Singapore +65 6546 8408

Taiwan +886 3758 1000

### AMERICAS

USA +1 800 848 9800

Brazil +55 11 3952 5000

### MIDDLE EAST & AFRICA

+420 533 441 045