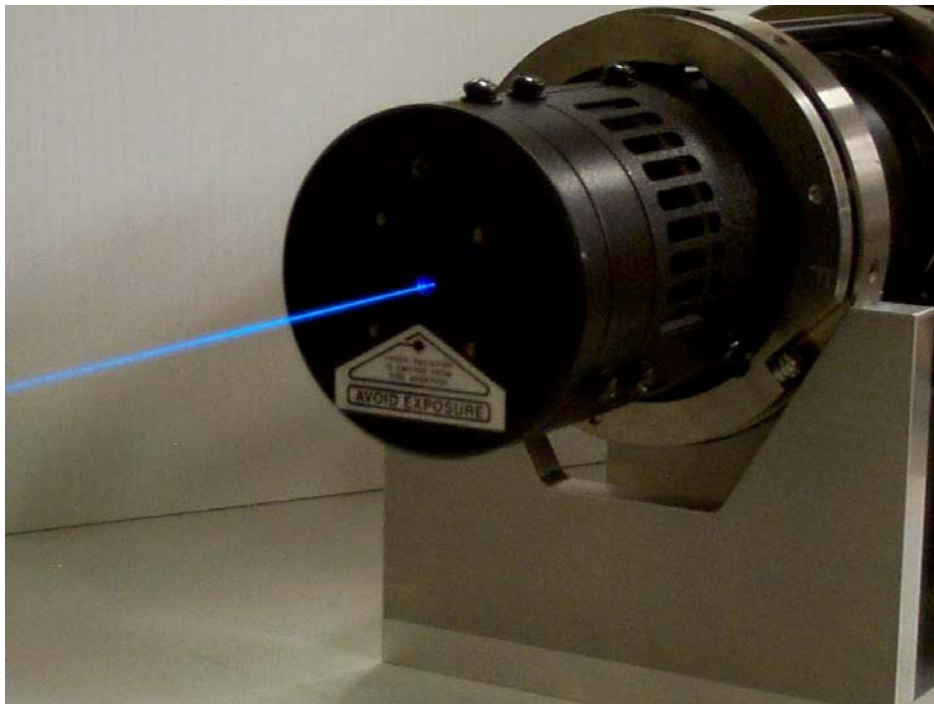


Laser Support Services Ltd.

Semiconductor Support Programme



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About Laser Support Services

Laser Support Services Ltd. was established in 1990 and after spending nine years at premises in the Fife fishing village of Pittenweem, relocated during 2000 to a site 1½ miles inland at Ovenstone. The location is an hour's drive from Scotland's capital city, Edinburgh, with its international airport facilities, and 12 miles from the University town – and golfing centre – of St. Andrews. The renowned laser research facilities at Scotland's foremost universities in St. Andrews, Edinburgh, Glasgow and Aberdeen are within easy distance, and the company is able to support these, and the rest of its established UK market, from these offices.

The main business has been the sale and repair of lasers and associated electro-optical equipment supplied by companies throughout Europe, developing Eastern European regions, and the USA. Major customer bases to date have included British and European university research establishments, private research companies and manufacturing companies. This has meant supporting an extensive and varied range of laser applications, including medical research, industrial and entertainment markets. The company can supply the full range of components to maintain a system, from small mirrors, mounts and positioners, and with health and safety issues of paramount importance, the provision of infrared viewers and safety eyewear.

Laser Support Services aims to support the varied requirements of the customer by flexible marketing of products and service through an understanding approach to customer needs. Many customers are of long standing, and maintaining a trusting working relationship is vitally important in what is a small but highly developed industry.

As the lasers and electro-optical equipment become ever more sophisticated and reliable, so the outlook of a small company is also constantly changing to suit the demands of this hi-tech area. The extension into the semiconductor industry, based on the alignment requirements of lasers, has proved beneficial in extending the life of lasers and ensuring a comprehensive back up system for users when a laser is returned for repair. Once a procedure is in place the user can expect a working aligned replacement for a laser within an agreed time, thus ensuring that down time is minimised and working time is not lost. Full details of the Semiconductor Support Programme are enclosed.

The working director, Grahame Rogers, has direct responsibility for the work undertaken on any laser. His 23 years of laser experience means that he has a wide range of expertise, based on a vast number of systems. His knowledge has extended to complete stripping and rebuilding of ion lasers. He has worked on lasers supplied by the leading manufacturers, some of which are extensively used through industry in such applications as forensic science and metrology and printing.

Staff at Laser Support Services will be pleased to discuss any aspect of your requirements and look forward to working with you.

The Semiconductor Support Programme

Laser Support Services has been supporting the Semiconductor Industry for the past 24 months, and we are now in a position to offer replacement air cooled argon ion lasers used in wafer inspection machines such as the Surfscan 6200 and 7600, AIT, CRS1010, and Orbot WF736, as well as helium neon lasers for, amongst others, the KLA Starlight, and autofocus lasers for MIS 200 inspection tools.

In addition, we are able to offer repairs to lasers and replacement filters for Canon, NEC, ASML and AMAT Steppers.

This list is by no means exhaustive, and we are happy to look at any laser problems you may have, and can also provide other repairs and services, such as replacement optics and cleanroom gloves. Simply contact us with your requirements.

Our replacement lasers have been repaired to extremely high standards, using new plasma tubes, rather than refurbished ones. They are aligned using a state-of-the-art alignment range, and tested to ensure that they perform to the original manufacturer's specifications, both in power, and beam characteristics.

Our programme works on an exchange basis; Laser Support Services ship a repaired laser to you in exchange for your defective laser. We can normally ship from stock, ensuring you minimum downtime.

We feel confident that Laser Support Services can provide you with a truly reliable and cost-effective service, and we look forward to discussing your needs. Contact us at the address below for a quotation.

The Procedure

When you are ready to purchase a laser from us, please contact us at the address below. You will need to issue a purchase order, and send us a copy. It should include the following details:

- Mailing address for invoice
- Shipping address for laser
- Contact details of Purchasing Officer
- Type of laser, if known

We will then issue you an RMA number for your defective laser, and once the defective laser has been shipped to us and we have the tracking number for the shipment, we can send you a replacement laser. Full instructions for shipping defective lasers to Laser Support Services are enclosed

Once the procedure is in place, you may expect a working replacement laser within an agreed time, ensuring you experience minimum down time or loss of production.

Shipping Instructions

Please follow these instructions for shipping your defective laser(s) to Laser Support Services.

- When you are ready to send a laser to Laser Support Services, please contact us, with the laser type and serial number if possible, to obtain an RMA number.
- Please quote the RMA clearly on your shipping label(s) / on the outside of the box. This will allow us to identify your laser upon its arrival at Laser Support Services.
- Please quote the following on commercial invoices, shipping documents etc:
Harmonised Code: **9013 2000 00**
Description of goods: **Laser Head – for repair**
The code is used by Customs to identify the contents of the goods and then work out the rate of tax and duty that Laser Support Services will pay.
- It is very important that you inform Laser Support Services of the Airway Bill number and name of the freight company used to ship your laser, as soon as this information is available. This will allow us to facilitate customs clearance into the UK.
Please note that we cannot ship lasers to you until we have a tracking number for the defective laser.
- We would suggest that the value of the goods for customs for each laser may be US \$100, since the lasers are not working, and the value for insurance (replacement value) may be US \$7500.
- When Laser Support Services send a replacement laser, it will be shipped in a specially designed container. Please retain the container, and use it to ship further defective lasers back to Laser Support Services.
- If you have any questions about these instructions, please do not hesitate to contact us, by any of the methods below:
Phone: +44 1333 311 938
Fax: +44 1333 312 703
Email: enquiries@laser-support.co.uk