

## **Mek launches MekCare, a portfolio of new AOI & SPI support and maintenance services**



**Mek (Marantz Electronics), leading supplier of 3D Automated Optical Inspection (AOI) and Solder Paste Inspection (SPI) technologies, is launching MekCare, a range of flexible service plans designed to meet differing support requirements, all at a pre-determined cost.**

Three levels of service & support contract are on offer: 'Remote', 'Maintenance & Calibration' and 'Warranty Plus'. All the plans give users unlimited access to Mek's iMentor for online access to software downloads, an online self-training portal, application notes and a lot more. This portal of know-how is a priceless guide for optimizing systems and processes for modern SMT production, building up new competencies and thus mastering current and future challenges.

Should any problems arise, instant emergency telephone or web support enhanced by Mek Remote Diagnostics ensures that production can continue to run smoothly. A global network of 50 expertly trained support engineers with thorough knowledge of all Mek systems is always available to respond to customers' needs.

The MekCare 'Maintenance & Calibration' package delivers a preventative maintenance schedule to guarantee systems are kept in good working order with annual service visits and calibration as well as the iMentor access and remote support. Prior to calibration procedures, systems are thoroughly cleaned and drive systems are checked, greased and adjusted to run optimally. A dedicated calibration plate for both mechanics and optics is used to certify the system until the next calibration service.

Recommended replacement of crucial parts can be highlighted and scheduled early to minimize the risks of unplanned stoppages. Software maintenance and PC checks are performed and available updates executed to bring systems fully up to date – or recommendations are made for viable upgrades.

For complete peace of mind and budgetary control the most comprehensive of the 3 packages, 'Warranty Plus', includes all the benefits of the 'Remote' and 'Maintenance & Calibration'

offerings with the inclusion of replacement parts and an additional on-site support day for training or other services of the customer's choice.

Pricing of all 3 MekCare packages depends on the mix of AOI models to be covered. The advanced 'Warranty Plus' subscription is automatically included with new installations for the first year, after which customers can continue with their preferred subscription for the 2nd year onwards.

Mek MD Henk Biemans commented, "MekCare service and support packages have been designed to optimise system uptime and include carefully structured procedures to further minimise the maintenance requirements of our systems, which already boast 'designed-in' low maintenance needs."

"Of all the benefits of our plans, total peace of mind comes highest on the list; no hidden surprises and no unexpected costs with expert service, monitoring and maintenance built in. Our team of experts are here to help answer questions, fix any issues and generally ensure our customers get the most out of their systems."

**[www.marantz-electronics.com/support-maintenance/](http://www.marantz-electronics.com/support-maintenance/)**

#### **About Mek (Marantz Electronics Ltd)**

A former division of Marantz well known for its high quality Audio/Video products, Mek Japan (Marantz Electronics Kabushiki Kaisha), developed its first AOI system in 1994. Developed to inspect PCB assemblies for correct component placement and soldering, the company's original AOI system was designed for use in Marantz factories. Proving to be a highly successful, cost-effective alternative to traditional human inspection, Mek developed its first generation commercial system in 1996. With a steadily growing installed base, MEK Japan and its European/American headquarters, Mek, have sold over 8000 units worldwide to date. Well established as a leading force in AOI technologies and 5D post-print SPI systems, the company now also manufactures Conformal Coating Inspection systems drawing on the proven technology.

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