

mek
CARE



Worldwide Technical
Service & Support



REMOTE



MAINTENANCE &
CALIBRATION






WARRANTY PLUS

because inspection matters



MekCare Subscriptions

	 REMOTE	 MAINTENANCE & CALIBRATION	 WARRANTY PLUS
Support			
iMentor Access	✓	✓	✓
Access to software updates	✓	✓	✓
Phone/eMail/Teamviewer support	✓	✓	✓
Maintenance (yearly service)	-	✓	✓
Calibration (yearly calibration)	-	✓	✓
1 additional day for Training/Support	-	-	✓
Replacement Parts	-	-	✓

REMOTE:

- ✓ Phone/Email/TeamViewer support (Reasonable use)
- ✓ iMentor access for online training, library downloads & involvement in the User Forum
- ✓ Access to software updates

MAINTENANCE & CALIBRATION:

All the benefits of our 'REMOTE' plan plus:

- ✓ Annual service & maintenance of your machine
- ✓ Annual calibration
- ✓ Including travel expenses for 1 visit

WARRANTY PLUS:

All the benefits of our 'MAINTENANCE & CALIBRATION' plan plus:

- ✓ Replacement parts included (excl. PC equipment)
- ✓ 1 additional on-site Support day included (combined with maintenance visit) for training or other services

Notes:

- 1 Month advance booking prior to service date required.
- Replacement/return of parts under authorisation of Mek; Return of replaced parts for investigation can be requested (WARRANTY PLUS).
- Systems out of warranty must be fully functional before acceptance for WARRANTY PLUS.
If overhaul is required, it is combined with a 3-year WARRANTY PLUS subscription.
- A Surcharge applies for intercontinental subscriptions (MAINTENANCE & CALIBRATION and WARRANTY PLUS subscriptions).



MekCare Customer Support

At Mek we understand the importance of your service requirements and we have a vested interest in making sure that your systems are always running as they should be.

With a MekCare service contract, you can have total peace of mind knowing that our team of experts is just on the other end of the line. Instant support ensures that your production can continue to run smoothly.

But it is not just about technical breakdowns. As the saying goes, preventative care is better than a cure. With regular annual service visits and system calibration covered in our contracts we can keep problems at bay before they devastate your production.

As well as having your service and maintenance covered you also receive unlimited access to Mek's iMentor for online access to software downloads, our online training portal, application notes and a lot more. And all of this at predictable costs. It is an investment that you will see returns on.

Our service approach is to focus on being able to offer you a range of flexible service plans to choose from to meet your specific support requirements.



Pricing and Tariffs

Pricing depends on the mix of models that you have and geographical conditions. Please refer to your local distributor for details and a dedicated quotation.

Warranty Plus subscription is automatically included during the 1st year after installation (regular warranty period). Choose your preferred subscription for the 2nd year onwards.

Subscriptions will be automatically renewed every year unless we hear otherwise.



Mek Support Online and Onsite

Our service network and bank of knowledge is here to help you whenever needed, either online or onsite. Our online portal, iMentor, offers unlimited access to online self-support and self-training systems.

For direct support, a global network of 50 expertly trained support engineers with thorough knowledge of all Mek systems is at your service. In most cases a call to one of our centres can diagnose the problem right over the phone, enhanced by Mek Remote Diagnostics which provide instant help by means of external system access from anywhere in the world.



Training & Education

Education of staff is essential for effective use of an AOI system. AOI is the dashboard of your entire production line and the principal monitoring tool of your output. It is a sensing tool that needs to be programmed accurately to ensure it effectively finds anomalies at minimal operating cost.

More so than for any other equipment in your SMT line, well trained and competent operators are essential for an AOI to run efficiently and effectively, without it becoming a bottleneck due to high false call or escape rates.

Using the very latest know-how saved in libraries and knowledge banks, individual inspection strategies for thousands of different parts in numerous products must be programmed with an optimal balance of defect calls and false positive and negatives.

The Mek philosophy has always been to make new updates and developments available to existing customers as well as new ones. Increased performance and new inspection and programming technologies are readily accessed via our iMentor online support system. Each software update is accompanied by manuals, online training and support programs.

SPI is slightly different; being a measurement tool, it has a similar function to AOI, but the difference is that it only covers the printing process and the detection of grey paste. In SPI, training and education are not limited to the SPI machine itself but focus on understanding and optimising the printing process while interpreting the SPI output.

Fully understanding your SPI systems leads to a higher yield and a more effective and simpler AOI operation. Included in the Warranty plus plan is an additional day for SPI refresher training during the annual maintenance and calibration visit.



Software and Updates

AOI and SPI systems combine advanced inspection and programming software with precise gantry and optical camera-based hardware. The majority of Mek AOI research & development is in our software which continuously evolves year after year. Much of this evolving technology is available for your Mek systems on an ongoing basis; the performance of a system purchased today will continue to be enhanced in the years to come when following our updates and training programmes.

Many of our AOI systems run on standard Apple Mac based hardware. A system's software replacement or upgrade is almost always possible by teaming it with the latest Mac and following the upgrade instructions on iMentor. The architecture of the software and hardware is designed to be totally update-friendly.



Maintenance & Calibration

Mek Service and Maintenance Protocols 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.

Periodic (annual) maintenance of your system, combined with calibration & verification, ensure that your system is running within specification and is certified and labelled by Mek specialists.

Prior to the 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 your system fully up to date – or we can give recommendations for upgrading.

With the Warranty Plus subscription, an additional day is reserved for supplementary services of your choice such as training and maintenance.

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