

## 1. PHENOM SEM maintenance at the Service Lab service center

- ✓ Full analysis of the system status before maintenance
- ✓ Filing of all components delivered with the instrument (checklist), source operation time, software version..
- ✓ Inspection of the source quality (we inform customer up front if source replacement is necessary)
- ✓ Inspection of objective lens and aperture (inform customer if aperture replacement is necessary)
- ✓ Turbo molecular pump maintenance
- ✓ Pre – vacuum pump maintenance
- ✓ Hardware & spindle lubrication
- ✓ Inspection of back scatter detector, SED detector (if applicable)
- ✓ Inspection of EDX detector (if applicable)
- ✓ Inspection of sample holder
- ✓ Software upgrade to the most current version
- ✓ Optimisation of image by source tilt, stigmation, centre SEM
- ✓ Resolution check
- ✓ Inspection and maintenance report including control images
- ✓ 100% coverage for parts included in the contract, travel costs and labour

## 2. PHENOM SEM Online performance and specification check

- ✓ Full analysis of the system status before maintenance
- ✓ Filing of all components, source operation time, software version..
- ✓ Inspection of the source quality (we inform customer up front if source replacement is necessary)
- ✓ Inspection of back scatter detector, SED detector (if applicable)
- ✓ Inspection of EDX detector (if applicable)
- ✓ Software upgrade to the most current version
- ✓ Optimisation of image by source tilt, stigmation, centre SEM
- ✓ Resolution check
- ✓ Inspection and maintenance report including control images