

VARIAN



vacuum technologies

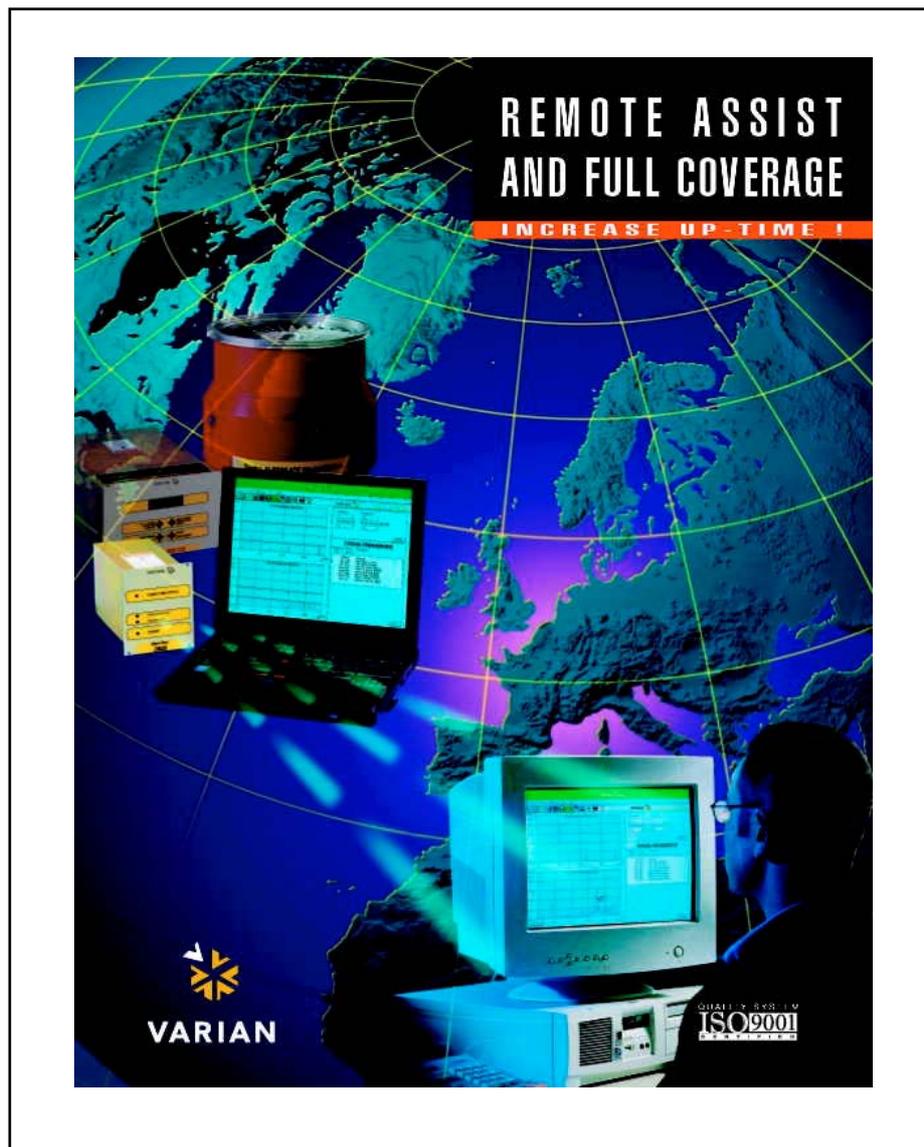
Remote Assist and Full Coverage Service Agreement

INSTRUCTION MANUAL

**Model RASS300ICE
Model RASS550ICE
Model RASS700ICE
Model RASS1000ICE
Model RASS2000ICE
Model RASS300HT
Model RASS550HT
Model RASS700HT
Model RASS1000HT
Model RASS2000HT**

**Model FCOV300ICE
Model FCOV550ICE
Model FCOV700ICE
Model FCOV1000ICE
Model FCOV2000ICE
Model FCOV300HT
Model FCOV550HT
Model FCOV700HT
Model FCOV1000HT
Model FCOV2000HT**

Remote Assist and Full Coverage Service Agreement



VARIAN



vacuum technologies

Dear Customer,

Thank you for purchasing a VARIAN vacuum product. At VARIAN Vacuum Technologies we make every effort to ensure that you will be satisfied with the product and/or service you have purchased.

As part of our Continuous Improvement effort, we ask that you report to us any problem you may have had with the purchase or operation of our product. On the back side you find a Corrective Action Request form that you may fill out in the first part and return to us.

This form is intended to supplement normal lines of communications and to resolve problems that existing systems are not addressing in an adequate or timely manner.

Upon receipt of your Corrective Action Request we will determine the Root Cause of the problem and take the necessary actions to eliminate it. You will be contacted by one of our employees who will review the problem with you and update you, with the second part of the same form, on our actions.

Your business is very important to us. Please, take the time and let us know how we can improve.

Sincerely,

Sergio PIRAS

*Vice President and General Manager
VARIAN Vacuum Technologies*

Note: Fax or mail the Customer Request for Action (see backside page) to VARIAN Vacuum Technologies (Torino) - Quality Assurance or to your nearest VARIAN representative for onward transmission to the same address.

CUSTOMER REQUEST FOR CORRECTIVE / PREVENTIVE / IMPROVEMENT ACTION

TO : VARIAN VACUUM TECHNOLOGIES TORINO - QUALITY ASSURANCE

FAX N° : XXXX - 011 - 9979350

ADDRESS: VARIAN S.p.A. - Via F.lli Varian, 54 - 10040 Leinì (Torino) - Italy

E-MAIL : marco.marzio@varianinc.com

NAME _____	COMPANY _____	FUNCTION _____
<p>ADDRESS : _____</p> <p>TEL. N° : _____ FAX N° : _____</p> <p>E-MAIL : _____</p>		
<p>PROBLEM / SUGGESTION :</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>		
<p>REFERENCE INFORMATION (model n°, serial n°, ordering information, time to failure after installation, etc.) :</p> <p>_____</p> <p>_____</p> <p>_____</p> <p style="text-align: right;">DATE _____</p>		

<p>CORRECTIVE ACTION PLAN / ACTUATION (by VARIAN VTT)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>LOG N° _____</p>
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XXXX = Code for dialing Italy from your country (es. 01139 from USA; 00139 from Japan, etc.)



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GENERAL INFORMATION

The objective of the Remote Assist and Full Coverage Service Agreements is to integrate the range of features offered by the Varian product technology with the activities provided by the Varian Technical Support Engineers. Such integration aims at providing considerable benefits in terms of fault prevention and in the quick resolution of problems that could arise when using technologically advanced products in complex systems and applications.

This guide provides all the information needed to correctly install our autodiagnosics kits and is helpful in establishing a profitable dialog between the Client and Varian Technical Support.

For any information contact Varian Remote Technical Support at:

E-mail: technical.support@vpt.varian.com
 Tel.: +39 011 9979369
 Fax.: +39 011 9979125

DESCRIPTION OF THE MONITORR

The MoniTorr is a device that constantly monitors the operating conditions of the Turbo pump and Turbo controller to which it is connected.

It is available in the following four versions:

MoniTorr Model	Type	RASS Remote Assist Code
969-9253	TV 300 HT	RASS300HT
	TV 550 HT	RASS550HT
	TV 700 HT	RASS700HT
969-9254	TV 1000 HT	RASS1000HT
969-9252	TV 2000 HT	RASS2000HT
	TV 2000 ICE	RASS2000ICE
969-9251	TV 300 ICE	RASS300ICE
	TV 550 ICE	RASS550ICE
	TV 700 ICE	RASS700ICE
	TV 1000 ICE	RASS1000ICE

MoniTorr Model	Type	Coverage Remote Assist Code
969-9253	TV 300 HT	FCOV300HT
	TV 550 HT	FCOV550HT
	TV 700 HT	FCOV700HT
969-9254	TV 1000 HT	FCOV1000HT
969-9252	TV 2000 HT	FCOV2000HT
	TV 2000 ICE	FCOV2000ICE
969-9251	TV 300 ICE	FCOV300ICE
	TV 550 ICE	FCOV550ICE
	TV 700 ICE	FCOV700ICE
	TV 1000 ICE	FCOV1000ICE

The MoniTorr acquires the vibration spectrums of the Turbo pump to which it is connected, in addition to certain operating parameters such as: voltage, temperature, power consumption, etc.

The signals detected are processed by the MoniTorr through the appropriate algorithms that allow the determination of the state of the Turbo pump.

These acquisitions are then stored in a database hosted in an internal memory so that a record is kept of the Turbo pump's operations that were performed in the last month.

The MoniTorr has two serial digital outputs to which modems or PCs can be connected. In this way, the MoniTorr can be monitored from a PC connected locally via serial port or indirectly via modem.

If the MoniTorr is connected to a telephone line (external modem), Varian Technical Support can automatically perform all the required analysis. If a telephone line is not available, the contents of the PC's memory can be downloaded so that they can be successively transmitted via e-mail.

A software running under Windows 95 is available for MoniTorr/PC connections. The Remote Assist package not only includes the MoniTorr and related software but also a 36-month Varian Technical Support Remote Assistance that starts from the date of shipment. Upon expiry of the 36 months, Varian Technical Support will no longer provide analysis as defined in the Remote Assist Service Agreement.

The Full Coverage package encompasses all the Remote Assist features plus a 36-month of coverage, through the Varian Exchange and Repair Programs; for the replacement of the units expected to fail.

SERVICE ACTIVATION

For information, contact Varian Technical Support at:

E-mail: technical.support@vpt.varian.com
Tel.: +39 011 9979369
Fax.: +39 011 9979125

1. Proceed with the installation as explained in the Monitorr technical manual No. 87-900-921-01 (A).
2. Inform Varian Technical Support of when the system is successfully installed so that the service can be activated. Simply provide Varian Technical Support with the information needed by filling in the annexed "Remote Assist/Full Coverage Service Activation Form"

WHAT HAPPENS AFTER SERVICE ACTIVATION

Provided below are situations that could occur during MoniTorr operation. If the system is provided with connection to a telephone line, nearly everything is performed by Varian Technical Support. If not, certain procedures are to be performed by the purchaser of the Remote Assist or Full Coverage Service Agreements.

Telephone Line Connection

Varian Technical Support connects itself periodically to download and consequently analyze the data stored in memory. Technical Support will inform the customer if any faulty condition is detected.

Technical Support guarantees a connection frequency on a monthly basis for as long as the telephone line remains installed and operational.

If something of interest is detected, Varian Technical Support will store the data until the expiry of the Remote Assist or Full Coverage Service Agreements.

Disconnected Telephone Line

At any time that a check needs to be made on the Turbo pump, the contents of the MoniTorr's memory have to be downloaded onto PC so that the related files can then be transmitted by the user via e-mail to Varian Technical Support. Varian Technical Support will analyze the data received and inform the Client on a monthly basis if any faulty condition is detected.

If something of interest is detected, Varian Technical Support will store the data until the expiry of the Remote Assist or Full Coverage Service Agreements.

If this is performed periodically, Varian Technical Support will have a historical archive of the system which could be useful for solving any future problems.

FINAL COMMENTS

Within the more diverse operational scenarios, there are a number of product usage modes.

The resulting benefit is that the Turbo pumps can be replaced according to their actual wear and not on a fixed time basis. This will consequently cut the costs of long term maintenance and represents a key step towards up-time maximization.

It is important that the Client and Varian Technical Support define together a customized data analysis timing that complies with the maintenance schedule of the equipment where the turbo pumps are installed.

Analysis performed by Varian Technical Support, in addition to the replacements as per the Full Coverage Agreement, are exclusively applicable to the turbo pump with SN as indicated in the Remote Assist Activation Form. If this unit is to be replaced through the Varian Exchange Program, the conditions indicated above are only applied to the turbo pump that replaced the original.

This Instruction Manual is included in the Remote Assist and Full Coverage packages with the sole purpose of optimizing the Client/Varian relationship for an improved service provision.

For any kind of information, including the definition of the more appropriate data transmission, analysis and retrieval, contact Varian Technical Support at:

E-mail: technical.support@vpt.varian.com
Tel.: +39 011 9979369
Fax.: +39 011 9979125



Request for Return



1. A Return Authorization Number (RA#) **WILL NOT** be issued until this Request for Return is completely filled out, signed and returned to Varian Customer Service.
2. Return shipments shall be made in compliance with local and international **Shipping Regulations** (IATA, DOT, UN).
3. The customer is expected to take the following actions to ensure the **Safety** of workers at Varian: (a) Drain any oils or other liquids, (b) Purge or flush all gasses, (c) Wipe off any excess residues in or on the equipment, (d) Package the equipment to prevent shipping damage, (for Advance Exchanges please use packing material from replacement unit).
4. Make sure the shipping documents clearly show the RA# and then return the package to the Varian location nearest you.

North and South America

Varian Vacuum Technologies
 121 Hartwell Ave
 Lexington, MA 02421
 Phone : +1 781 8617200
 Fax: +1 781 8609252

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 Via Flli Varian 54
 10040 Leini (TO) – ITALY
 Phone: +39 011 9979111
 Fax: +39 011 9979330

Asia and ROW

Varian Vacuum Technologies
 Local Office

CUSTOMER INFORMATION

Company name:	
Contact person: Name:	Tel:
Fax:	E-Mail:
Ship Method:	Shipping Collect #: P.O.#:
<i>Europe only:</i> VAT reg. Number:	<i>USA only:</i> <input type="checkbox"/> Taxable <input type="checkbox"/> Non-taxable
Customer Ship To:	Customer Bill To:
.....
.....

PRODUCT IDENTIFICATION

Product Description	Varian P/N	Varian S/N	Purchase Reference

TYPE OF RETURN (check appropriate box)

<input type="checkbox"/> Paid Exchange	<input type="checkbox"/> Paid Repair	<input type="checkbox"/> Warranty Exchange	<input type="checkbox"/> Warranty Repair	<input type="checkbox"/> Loaner Return
<input type="checkbox"/> Credit	<input type="checkbox"/> Shipping Error	<input type="checkbox"/> Evaluation Return	<input type="checkbox"/> Calibration	<input type="checkbox"/> Other

HEALTH and SAFETY CERTIFICATION

Varian Vacuum Technologies **CAN NOT ACCEPT** any equipment which contains **BIOLOGICAL HAZARDS** or **RADIOACTIVITY**. Call Varian Customer Service to discuss alternatives if this requirement presents a problem.

The equipment listed above (check one):

HAS NOT been exposed to any toxic or hazardous materials

OR

HAS been exposed to any toxic or hazardous materials. In case of this selection, check boxes for any materials that equipment was exposed to, check all categories that apply:

Toxic Corrosive Reactive Flammable Explosive Biological Radioactive

List all toxic or hazardous materials. Include product name, chemical name and chemical symbol or formula.

.....

Print Name: Customer Authorized Signature:

Print Title: Date:/...../.....

NOTE: If a product is received at Varian which is contaminated with a toxic or hazardous material that was not disclosed, **the customer will be held responsible** for all costs incurred to ensure the safe handling of the product, and **is liable** for any harm or injury to Varian employees as well as to any third party occurring as a result of exposure to toxic or hazardous materials present in the product.

Do not write below this line

Notification (RA)#: Customer ID#: Equipment #:

FAILURE REPORT

TURBO PUMPS and TURBOCONTROLLERS

<input type="checkbox"/> Does not start <input type="checkbox"/> Does not spin freely <input type="checkbox"/> Does not reach full speed <input type="checkbox"/> Mechanical Contact <input type="checkbox"/> Cooling defective	<input type="checkbox"/> Noise <input type="checkbox"/> Vibrations <input type="checkbox"/> Leak <input type="checkbox"/> Overtemperature	POSITION <input type="checkbox"/> Vertical <input type="checkbox"/> Horizontal <input type="checkbox"/> Upside-down <input type="checkbox"/> Other:	PARAMETERS Power: Rotational Speed: Current: Inlet Pressure: Temp 1: Foreline Pressure: Temp 2: Purge flow: <hr/> OPERATION TIME:
TURBOCONTROLLER ERROR MESSAGE:			

ION PUMPS/CONTROLLERS

<input type="checkbox"/> Bad feedthrough <input type="checkbox"/> Vacuum leak <input type="checkbox"/> Error code on display	<input type="checkbox"/> Poor vacuum <input type="checkbox"/> High voltage problem <input type="checkbox"/> Other
Customer application:	

VALVES/COMPONENTS

<input type="checkbox"/> Main seal leak <input type="checkbox"/> Solenoid failure <input type="checkbox"/> Damaged sealing area	<input type="checkbox"/> Bellows leak <input type="checkbox"/> Damaged flange <input type="checkbox"/> Other
Customer application:	

LEAK DETECTORS

<input type="checkbox"/> Cannot calibrate <input type="checkbox"/> Vacuum system unstable <input type="checkbox"/> Failed to start	<input type="checkbox"/> No zero/high background <input type="checkbox"/> Cannot reach test mode <input type="checkbox"/> Other
Customer application:	

INSTRUMENTS

<input type="checkbox"/> Gauge tube not working <input type="checkbox"/> Communication failure <input type="checkbox"/> Error code on display	<input type="checkbox"/> Display problem <input type="checkbox"/> Degas not working <input type="checkbox"/> Other
Customer application:	

PRIMARY PUMPS

<input type="checkbox"/> Pump doesn't start <input type="checkbox"/> Doesn't reach vacuum <input type="checkbox"/> Pump seized	<input type="checkbox"/> Noisy pump (describe) <input type="checkbox"/> Over temperature <input type="checkbox"/> Other
Customer application:	

DIFFUSION PUMPS

<input type="checkbox"/> Heater failure <input type="checkbox"/> Doesn't reach vacuum <input type="checkbox"/> Vacuum leak	<input type="checkbox"/> Electrical problem <input type="checkbox"/> Cooling coil damage <input type="checkbox"/> Other
Customer application:	

FAILURE DESCRIPTION

(Please describe in detail the nature of the malfunction to assist us in performing failure analysis):

NOTA: Su richiesta questo documento è disponibile anche in Tedesco, Italiano e Francese.
REMARQUE : Sur demande ce document est également disponible en allemand, italien et français.
HINWEIS: Auf Anfrage ist diese Unterlage auch auf Deutsch, Italienisch und Französisch erhältlich.

Sales and Service Offices

Argentina Varian Argentina Ltd.

Sucursal Argentina
Av. Ricardo Balbin 2316
1428 Buenos Aires
Argentina
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Fax: (54) 1 786 5172

Australia Varian Australia Pty Ltd.

679-701 Springvale Road
Mulgrave, Victoria ZZ 3170
Australia
Tel: (61) 395607133
Fax: (61) 395607950

Benelux Varian Vacuum Technologies

Rijksstraatweg 269 H,
3956 CP Leersum
The Netherlands
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Fax: (31) 343 469961

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Brazil
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Fax: (55) 11 3845 9350

Canada Central coordination through:

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Beijing 1000031 P.R. China
Tel: (86) 10 6608 1530
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France and Wallonie Varian s.a.

7 avenue des Tropiques
Z.A. de Courtaboeuf – B.P. 12
Les Ulis cedex (Orsay) 91941
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Fax: (33) 1 69 28 23 08

Germany and Austria Varian Deutschland GmbH

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Postfach 11 14 35
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Germany
Tel: (49) 6151 703 353
Fax: (49) 6151 703 302

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1010 Competent House
7, Nangal Raya Business Centre
New Delhi 110 046
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Fax: (91) 11 5548445

Italy Varian Vacuum Technologies

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Other Countries Varian Vacuum Technologies

Via F.lli Varian, 54
10040 Leini, (Torino)
Italy
Tel: (39) 011 997 9111
Fax: (39) 011 997 9350

Internet Users:

Customer Service & Technical Support:
vtt.customer.service@varianinc.com

Worldwide Web Site:
www.varianinc.com/vacuum

Order On-line:
www.evarian.com

Representatives in most countries



VARIAN