

SPECS Service Policy

SPECS is one of the leading manufacturers of components and systems for surface analysis, based on ion and electron spectroscopic and microscopic methods like XPS, UPS, AES, SEM/SAM, SNMS, LEED, HREELS, LEEM/PEEM and STM/AFM.

Our aim is to ensure that our customers are able to produce excellent results using our instruments and systems. SPECS provides support, consultancy and solutions by phone, e-mail, or remote diagnostics, for the lifetime of the product.

A qualified engineer will respond to all requests from customers within 24 hours on working days. We seek solutions that minimize downtime and keep the equipment running at peak performance at reasonable costs.

To reduce service costs, we offer free tools for troubleshooting. Our instruments can be serviced by users themselves. We guarantee the availability and delivery of replacement parts or alternatives for at least 10 years. A comprehensive inventory assures fast delivery of replacement parts, which are available at fair prices.

We offer loaners, service visits, training on-site or in-house, and service contracts to meet the different needs of our customers.

In case repairs at SPECS are necessary, we keep repair times as short as possible.

Our facilities include electronics and mechanical workshop, a clean room, and laboratories with several UHV systems for testing and specification.

The core team of service engineers is based in Berlin and looks forward to fulfilling your requirements, using the support of all SPECS employees and their specialist knowledge.

Contact us for more information or help at:

E support@specs.com

T +49 30 46 78 24 -94 44

For US & Canada support, please check contact here:

USA support.usa@specs.com

For China support, please check contact here:

China support.china@specs.com

Do not hesitate to contact your local agent, who will give you support or forward your request to us.

In case you need to return a unit for repair or upgrade, the necessary steps to follow are:

- Ask us for an RMA (Return Authorization Form).
- Fill in the health and safety declaration and stick the papers to the outside of your transport box. Please understand that if this form is missing we will not be able to unpack and handle the goods, leading to delays in repair.
- Pack all items well. For some instruments (LEED Optics, PHOIBOS, etc.) the original transport container should be used. Professional advice on packing and shipping and substitute boxes can be provided by SPECS. Please contact us if you have any questions regarding safe transportation.

Please be aware that for any repair the parts will be returned DAP (Delivered At Place according to Incoterms). Costs for customs and taxes will not be covered by SPECS. Before shipment to SPECS, the customer has to choose the appropriate customs procedure according to local import and export regulations.