

TeamViewer online support for spectroscopic ellipsometers from J.A. Woollam



During the basic maintenance session, we will explain by phone and TeamViewer the details of system alignment, system check and calibration.

We offer this service to new and existing customers, based on three levels:
Basic Maintenance, Repeated Maintenance and special intensive Service Support, if needed.

Requirements at customer site to run

TeamViewer session:

- Ellipsometer PC connected to network and internet (use LAN cable if possible)
- TeamViewer installed (<https://teamviewer.com>)

If your ellipsometer is not connected to Internet we may be able to suggest a temporary solution for external communication. Please contact us to discuss.

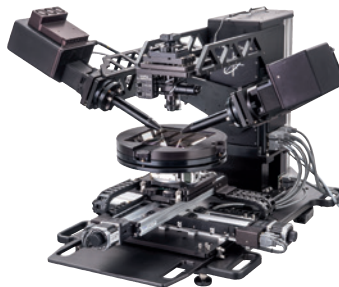
For further information on TeamViewer service please contact Ms Inga Posch: potsch@qd-europe.com or register online.

We look forward to meeting you through TeamViewer soon!

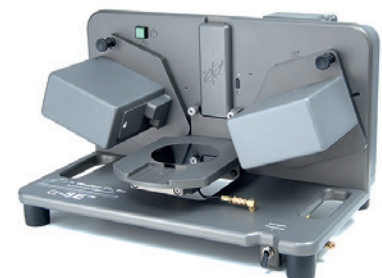
All systems running with CompleteEASE software are covered:



M-2000



RC2



Alpha-SE

Basic maintenance	Repeated maintenance	Service support
Explanation of the system alignment	Evaluation of the system performance	Diagnostic/troubleshooting (Note: spare parts are not included)
System check	System calibration	Includes repeated maintenance by second session
System calibration	Angle offset	
Evaluation of the system performance		
Angle offset		
New software features		
W-TV-BMT 400,- €	W-TV-RM 135,- €	W-TV-Service 400,- €
If system needs to be returned for repair or when on-site service is required, 250,- € will be counted against the final repair invoice.		