


OEM PROTECT



- Optimized Pricing Structure**
- Simplified Processes**
- Reduced Downtime**

SERVICE SOLUTIONS THAT DELIVER

OEM Spare Part Supply and Support Services:

- One business partner to take full ownership
- Expertise based on total installed base globally
- Most recent version of your spare parts
- Global assistance network (Xpedite)

Scalable Support Offerings Defined to Meet Customer Needs

OEM Parts Repair

- Cost-effective parts repair solutions for maximum system uptime

OEM Spare Parts

- Inventory solutions for an easy and cost-efficient part supply

OEM Parts Contract

- Quality Spare Parts at optimized cost

OEM PM Contract

- Forecasted and bundled kits for efficient preventive maintenance

OEM Plus

- Combined contract - parts and flexible services under one purchase order

OEM Ramp Pack

- Supports new product introductions

OEM Service Labor

- Customized labor program

OEM Training

- Standard or custom courses available

Xpedite Plus

- Software support for latest O/S

OEM PROTECT

OEM Protect Offerings for Handlers

OEM Parts Contract

- Scope:
 - Plan, forecast and budget for the new year
 - Forecast high runners to avoid shortage and reduce lead time
 - Easy call-up procedure for spare part needs
- Term:
 - 12 months to maximize cost savings for forecast parts
 - Deviation procedure in place
- Shipments
 - Upon request
- Payment:
 - Pre-payment of the contract quarterly
 - Portions of any unused credits can be used for future contracts

OEM Ramp Pack

- Scope:
 - Plan and budget for newly purchased equipment to ensure uptime and availability of required spare parts
- Term:
 - Available in 3, 6 or 9 months programs
- Shipments
 - According to defined schedule
- Payment:
 - Prepayment of the contract quarterly

OEM Protect Offerings for Testers

OEM Parts Repair

- Scope:
 - Parts usage unlimited or actual
- Pricing & Term:
 - Price based on system configuration or on historical or estimated annual parts usage
- Advanced Replacement
 - Included or optional per event
- Payment:
 - Fixed annual charge or annual charge, with periodic reconciliation to actual usage

OEM Protect Service Labor & Training Offerings

OEM Service Labor

- Scope:
 - Quality labor source for emergency system repairs as well as preventative maintenance, system relocations and more
- Pricing & Terms:
 - Price based on contract hours, annual labor usage or current Xcerra hourly rates.

OEM PM Contract

- Scope:
 - Bundled package of PM Kits tailored to a specific fleet or defined list of machines
 - Standard or customer specific PM Kits
- Term:
 - 12 months
 - Order up-front annually at considerable savings
- Shipments
 - According to defined PM schedule
- Payment:
 - Prepayment of the contract quarterly

OEM Plus - Combined Contracts

- Scope:
 - Benefit from OEM PM Contract or OEM Parts Contract and add Service Labor as needed
- Term:
 - 12 months
- Allocation of Service Labor:
 - According to defined PM schedule or upon request
- Payment:
 - Prepayment of the contract quarterly

OEM PM Spare Parts Inventory Solutions

- Scope:
 - Hit rate guaranteed over 90% or customer determined
- Pricing & Term:
 - Annual contract
 - Cost is typically 12% of the list price of the parts
- Logistics
 - Inventory location: onsite at customer facility
 - Parts ownership: Xcerra
- Payment:
 - Fixed payments

OEM Training

- Scope
 - Cohu training services provide the information and skills that enable you to get the most out of your test systems
- Pricing & Terms:
 - Please reference Cohu's Training Services Terms and Conditions for more information

