

PICOSUN® PicoSupport™ Center

Wherever you are,
whenever you need.
We care.



As your strategic ALD partner, we are committed to guarantee smooth and trouble-free operation, maximum uptime as well as impeccable process quality of your PICOSUN® ALD system. PicoSupport™ Center is your service partner providing Helpdesk services as well as on-site support by highly experienced, trained and certified field service engineers.

PicoSupport™ Center covers your whole ALD journey by offering:

- ALD system installation services
- Preventive maintenance visits and warranty repairs
- Spare parts and other critical deliveries
- Software updates and hardware upgrades
- Assistance with procurement of precursor chemicals and chemical refills
- Helpdesk and Emergency Services

PicoSupport™ Helpdesk's remote support and training platform is equipped with the latest technology. We offer remote support with mixed and augmented reality technologies such as Microsoft HoloLens with Pointr® software, which enables sharing live video, snapshots, annotations and screen view. Diagnostics for software support, process optimization and ALD system troubleshooting is offered through Tosibox® remote access and networking device.

**CONTACT
PICOSUPPORT™
HELPDESK 24/7
support@picosun.com**

**Contact for more
information or
a quotation on
PicoSupport™
info@picosun.com**

PicoSupport™ Packages

BASIC (included in the ALD system delivery)

Helpdesk e-mail response	<1 work week
Helpdesk phone support	Local office hours
Helpdesk remote connection	<1 work week

SILVER

Helpdesk e-mail response	<2 work days
Helpdesk phone support	Local office hours
Helpdesk remote connection	<2 work days
On-site field service engineer visit	<2 weeks
Spare parts discounts	Yes

GOLD

Helpdesk e-mail response	<1 work day
Helpdesk phone support	Mon – Fri 8 – 17; <2 h
Helpdesk remote connection	<1 work day
On-site field service engineer visit	3 – 5 work days
Spare parts discounts	Yes

GOLD+

Helpdesk e-mail response	<1 work day
Helpdesk phone support	24/7 *
Helpdesk remote connection	24/7
On-site field service engineer visit	<48 hours
Spare parts discounts	Yes

The response times are indicative and will be specified in the PicoSupport contract.

* Gold+ customers will be granted a customer specific own phone number.

THE PRINCIPLE OF ALD



Introduction of molecules
containing element A.



Adsorption of the molecules
on the surface.



Introduction of molecules
containing element B and
reaction with element A on
the surface.



Completion of one
monolayer of compound AB.

Repeat cycle till desired film
thickness is reached.

picosun
AGILE ALD

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This technology is protected via
granted patents or is the subject of
pending patent applications.

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