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How to use the ASM Repair Service

2022
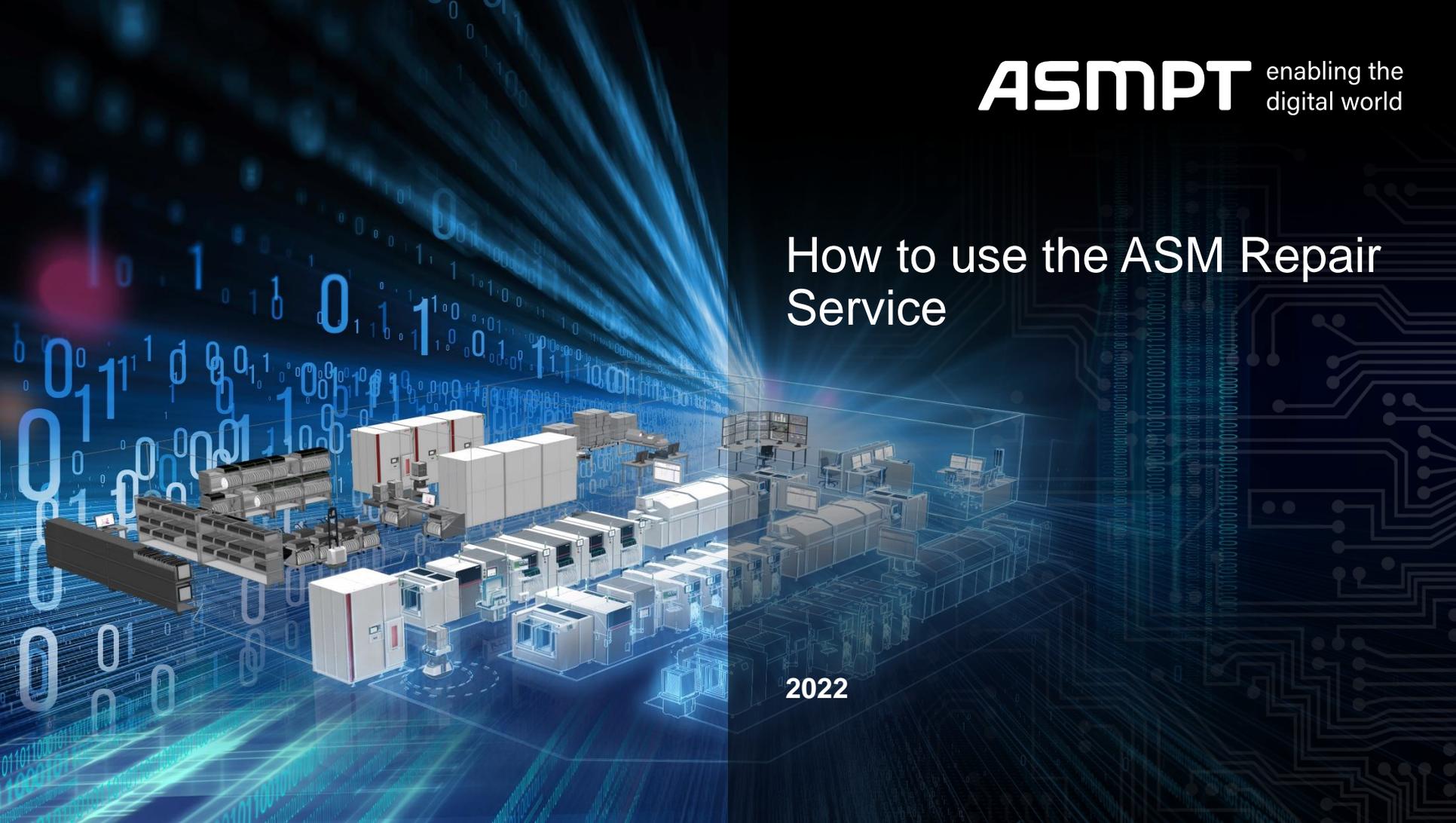
What is the ASMPT SMT Repair Service?

The SIPLACE Repair Service is a service for SIPLACE customers.
It repairs and tests defective SIPLACE products in accordance with factory standards
before shipping them back to the customer.

What we offer:

- Top repair quality in accordance with factory standards
- Quick turnaround
- Transparent pricing
- Lower cost than replacing the product

We do not send cost estimates. We charge defined prices.
Since speed is usually of the essence, we repair your product and ship
it back to you as quickly as possible. Sending out cost estimates and
waiting for your acceptance would only slow things down.

How to order the repair service and what does it cost?

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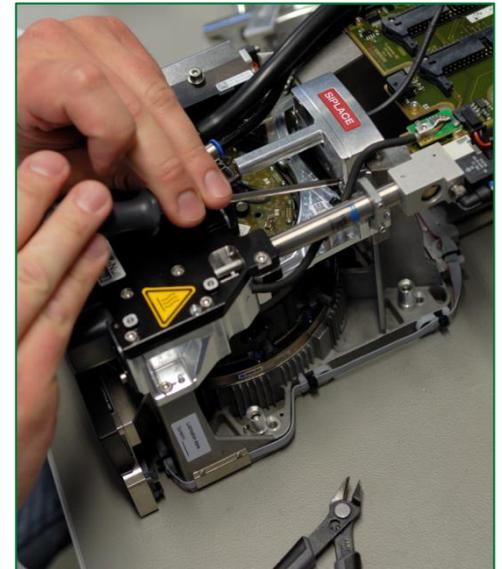
The order process works reliable and comfortable with the ASMPT Webshop. There you find:

- A list of repairable products, the order numbers and prices.
- Guidance in the order process.
- The sticker for the package to send ASMPT the defect product. It is completely filled out by the Webshop.
- An input field for failure descriptions.
  - It is vital to fill out this information. The Webshop sends the failure description directly to the ASMPT repair team.
    For them it is very helpful in order to find root causes and to provide excellent repair quality.

Your benefit:

- You get the repaired item back as quickly as possible.
- The repair order is already correct in the ASMPT SAP system, when the defect product arrives at ASMPT.
- The failure description arrives to the repairing person reliably. Therefore best conditions for the defect analysis.
- No time losses due to unnecessary clarification effort.
- → This Video shows how to handle repair orders in the ASMPT Webshop. https://youtu.be/0s88GtKTaGE

Notes on how to pack the defective product

Follow these rules to make sure that our receiving department recognizes your shipment and forwards it to the repair center immediately:

- Use the Repair Service package sticker (it can be downloaded from the ASMPT Webshop).
- Pack the product appropriately.
- Fold the sticker and attach it to the outside of the box in an easily visible location. See picture.

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THANK YOU!

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