

Warranty and Service - Personalized Support and Lowest Cost of Ownership

Asylum Research is committed to providing the best possible service and support for our MFP-3D™ and Cypher™ instrumentation. It is our goal to provide the best products, support and service, and the lowest cost of ownership of any AFM company. We strive to support our customers on a personal level with the fastest support and service turnaround in our industry. Our objective is to have satisfied, well-trained, and successful customers to further today's advancing technologies.

Maintenance, Calibration and Training

Asylum Research's instruments are designed to have as little maintenance as possible. Aside from consumables such as cantilevers/probes, gold slides, gratings, and imaging samples/substrates there is little required from the user to maintain the operation of your MFP-3D or Cypher AFM system.

These systems are shipped with a calibration grating so that users can ensure correct calibration. Every Asylum System is installed by a trained AFM scientist who will explain in full detail the proper use and care of the instrument. During the training period, the Asylum Research installer will also discuss and demonstrate all areas of operation of the instrument for optimal performance.

Choosing an Installation Site

To maximize the performance of the instrument, Asylum Research will send out a site survey kit that includes an accelerometer and sound meter. This ensures that the lowest noise environment and



Our support staff has proven leadership within the AFM community with over 250 years of collective AFM experience.

optimal location can be found for the installation of our equipment. This free service is currently offered by no other AFM manufacturer.

Exclusive Six Month Money-Back Guarantee

Asylum Research is dedicated to providing the highest quality and most advanced instrumentation for exploring the nanoworld. We guarantee your success and that you will be satisfied with our products. If for any reason you are not satisfied within the first six months of ownership, we will refund your money – no questions asked.

Exclusive Two Year Bumper-to-Bumper Warranty

A two year warranty is included free of charge with all MFP-3D Systems. This warranty covers all parts and labor, including shipping and any required travel expenses, for problems occurring due to normal usage.

Customer Support

We offer the following venues for customer support:

Customer Support Site:

Our customer support site at <https://support.asylumresearch.com> is available to assist you at all times and allows you to quickly help yourself, get help from hundreds of other Asylum instrument users, or get help from our experienced technical staff. You can find:

- Downloads for the latest software and documentation.
- FAQ articles written by the Asylum Research technical staff.
- Forums where you can communicate (or listen in) with other Asylum Research instrument users.
- Contact information on how to call or e-mail us.

Phone Support: Call 888-472-2795 or 805-696-6466 and ask for Support.

Email support: support@AsylumResearch.com

Web support: We offer a plethora of information on our web site at www.AsylumResearch.com under "Support."

Asylum Forum:

Forum.AsylumResearch.com/forum/

With over 1,300 registered participants this customer forum is ideal for users to exchange ideas, recommendations, and application information.

Our technical staff of scientists and engineers are here to help you get the most out of your instrument. In many cases, the person that is assisting you with technical questions has actually designed components on the instruments. We pride ourselves on answering technical questions from our support mailbox within eight working hours of receipt.

OnSight Remote Training and Troubleshooting of Your System

Asylum Research offers a unique training and troubleshooting capability with "OnSight". OnSight allows us to be virtually at your site to diagnose and control your system remotely through the Internet. OnSight uses a web-based, screen sharing program to view and control the AFM system in a remote

location. The web-based system enables shared screen, mouse and keyboard control of the user's AFM. This easy and secure service works through firewalls and without the need for pre-installed client software.

Typically, both the remote user and support team initially confer with a telephone call, then access their password-protected account through their web browser to make the connection. Once the connection has been made, remote system operation can be viewed on the host computer. Support scientists can easily talk customers through operation of their AFM system, or actually control their system to assist the user. This service is offered free of charge to all customers.

The Lowest Cost of Ownership of any AFM

- Superior productivity through system reliability, ease of use and exceptional data quality
- Exclusive six month guarantee insures your investment
- Comprehensive two-year bumper-to-bumper warranty
- Full modularity and upgradability so you are never left behind
- Full software capabilities for every scanning technique - unlike competitive systems, there are no additional software modules to buy
- Free software updates and support so you get the latest developments
- Free OnSight Remote Support so we can view, control and diagnose your AFM over the Internet
- Free On-Line User Forum for up-to-the minute tips and solutions
- Regularly scheduled training courses to help you hone your skills
- The finest applications and technical support anywhere with the fastest response and solution turnaround
 - < 8 working hrs. average response time
 - < 24 hrs. average solution/diagnosis time
 - < 48 hrs. average in-factory repair/replace time with no admin fees



MFP-3D and Cypher are trademarks of Asylum Research.

6310 Hollister Ave.
Santa Barbara, CA
93117

voice: 805-696-6466
fax: 805-696-6444
toll free: 888-472-2795

www.AsylumResearch.com
sales@AsylumResearch.com