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Press Release

New—Leak Detection Services and Product Rental Plan

Ronkonkoma, N.Y., January 5 — Vacuum Instrument Corp., a world leader in the leak detection industry, today announced that it will be offering a variety of leak-testing services for helium/air leak detection requirements, as well as new support programs.

One aspect of the new service is designed to enhance productivity for tasks ranging from emergencies to special short-term projects, to meet exceptional delivery deadlines or to increase production without investing in equipment purchases. The Company provides factory-trained field service engineers and V.I.C. leak detectors are available onsite, or arrangements can be made to send test parts to a V.I.C. facility for leak-testing. The Company offers competitive equipment service for V.I.C., and other leak detectors/leak detection systems. Standard leak detectors and associated vacuum connections are available for rental, for as little as one week.

“Total customer service and application support are as important to a manufacturing operation as product performance and reliability,” said Chuck Wilkinson, Corp. Marketing Director for V.I.C. “That’s why we have decided to add new service and support plans along with our conventional product offerings.”

Some advantages of the new plans cited by V.I.C. include:

- Single source for sales, service and support: V.I.C. engineers design both the leak test instrument and the leak-test system, so a single service call supports every aspect of every installation.
- Unparalleled process application experience and assistance by factory trained specialists help to improve manufacturing yields, productivity, and product quality.
- Every system designed, built and tested by V.I.C.’s own dedicated staff. Customer training and service by factory trained specialists is available worldwide.
- Training, custom tailored to individual needs, either in-house or on-site.
- Maintenance contracts, and service plans customized to individual needs.
- Worldwide telephone support and quick-response service directly from the factory for the leak test instrument, the leak test system, and the application integration.
- Competitive equipment service is available for all non-V.I.C. manufactured leak detectors and leak detection systems.
- One call to one company for sales, process application assistance, training, and service—total customer support.

Individual service contracts are available for scheduled maintenance of leak detection equipment at the customer's facility or at V.I.C. Each plan is individually designed to meet the requirements of an application, level of equipment usage, and overall in-house maintenance and operator status.

Training is available for all V.I.C. leak detection products with a variety of standard programs on the customer's premises or at V.I.C.'s. Customized training programs can be specifically designed to meet individual requirements.

Factory refurbished, repaired or recalibrated assemblies are ready for immediate installation. Most exchange items are available within 24-48 hours, to minimize customer-downtime as well as their inventory of spare parts.

The Company offers gas leak exchanges and recalibration services that include NIST-traceable certificates for all calibration leaks, whether made by V.I.C. or other manufacturers.

Full recalibration service for calibrated gas leaks manufactured by V.I.C. as well as other companies from the new 3000 sq-ft calibration laboratory located in their New York headquarters. Services include recalibrating and recharging with replacement of the precision element if breakage or clogging occurs, along with full N.I.S.T. recertification.

Certificates of N.I.S.T. traceability are provided with each leak standard documenting the accuracy, and calibration parameters, which is helpful for those companies who look to establish new quality procedures.

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