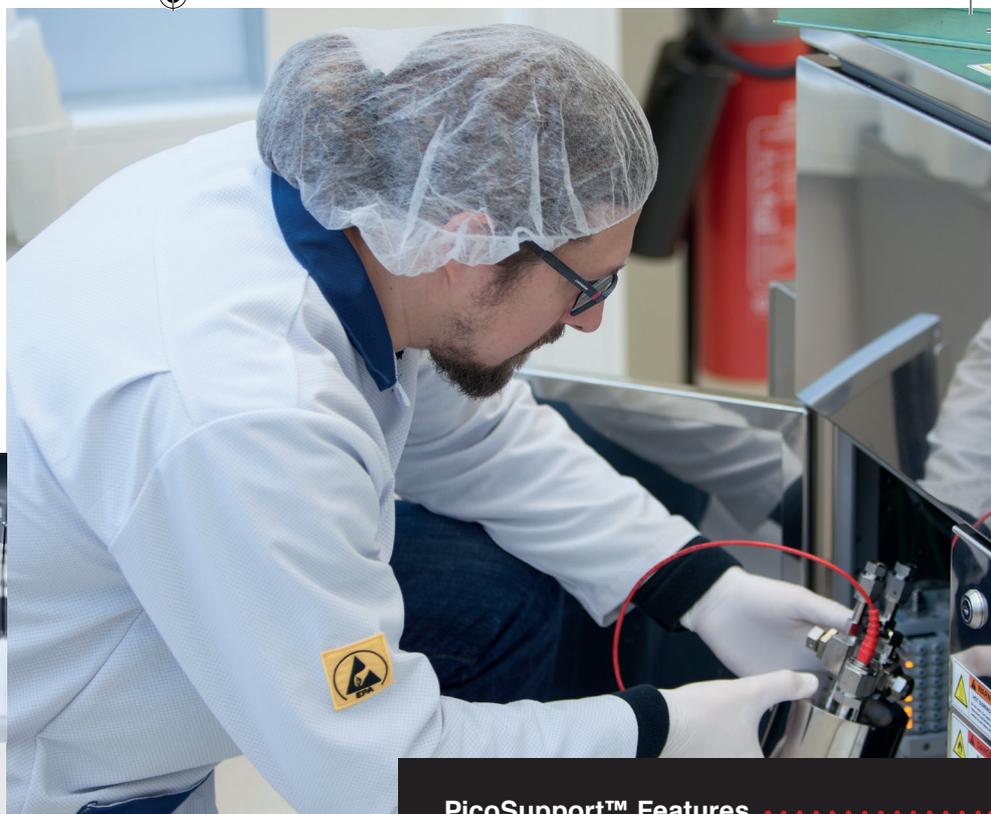


# PICOSUN SERVICES PicoSupport™



## PicoSupport™ Features

ALD is more than a process or an equipment, it is a solution.

The process and the equipment are the core parts of the solution, but so are maintenance of the equipment, user training, process optimization, production ramp-up and, behind it all, the ALD chemistry. Together all these components create the perfect ALD product to boost the value and competitive edge of your business.

Picosun is dedicated to provide you the maximum benefit ALD solution. Therefore, we offer a comprehensive range of services to take you from the concept phase to mass production. We offer you everything from initial testing and development in collaboration with our laboratories, prototyping, training of operators and staff, delivery of chemicals, maintenance of your equipment and delivery of spares, and priority support during production.

We offer similar services also to research institutes and universities. We believe that the academic community is crucial for the development of ALD and we want all research groups who run PICOSUN™ ALD equipment to have the best trained students and smoothly running ALD systems, to enable the breakthrough ALD results for future industries.

### PicoSupport™ agreements

With the PicoSupport™ agreements, we minimize your system downtime, give you support for both equipment and process questions, and an access to additional services such as local spares storage, periodical maintenance programs, and chemicals delivery. We also offer prepaid service hours and discount for spare parts.

### PicoTraining™ programs

Safe and efficient operation of the equipment is a prerequisite for all professional production. For production customers, we offer Basic, Advanced, and Guru levels of PicoTraining™ for ALD system operators, and Advanced level of PicoTraining™ for maintenance engineers. For R&D customers who operate and maintain the ALD systems by themselves, we have Combination training which goes through the most important parts in ALD system operation and maintenance, yielding efficient jack-of-all-trades for your company or group.

### Periodical maintenance programs

Every mechanical equipment requires maintenance to give reproducible results and to have a long lifetime. A well-maintained ALD system has better uptime and lower yield cost, which reduces the total cost of ownership. We offer periodical maintenance programs where a certified Picosun Engineer will perform routine maintenance with a customized interval for your production or research.

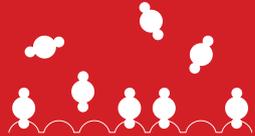
### Precursor delivery services

Picosun has a strong collaboration with the leading chemical suppliers to ensure high quality chemical services for you with safe and easy filling and shipping of the precursors and their containers. We can help you with the standard ALD products for our turn-key processes, more complicated requests, and research quantities of chemicals.

**Picosun is  
your partner  
in creating  
solutions.**

**Please feel free to contact us for more  
information or a quotation!**

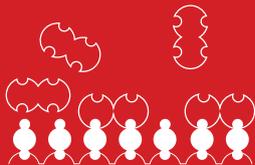
## THE PRINCIPLE OF ALD



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.



Repeat cycle till desired film  
thickness is reached.

**pico****sun**  
AGILE ALD

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