



A person wearing a full-body white protective suit, a hood, a face mask, and safety glasses is operating a complex scientific instrument. The person is also wearing white gloves. The instrument is a large, metallic, cylindrical chamber with various ports, valves, and a control panel. The control panel has a digital display and several buttons. The person is sitting at a desk, and the instrument is mounted on a stand. The background is a laboratory setting with other equipment and a window. The number 17 is visible in the bottom left corner of the image.

ULVAC Report 2016 **18**

Global Network

Solution networks that support global industrial development

We are building sales and service networks that are optimized for each region, not only in Japan, but throughout the Group's 49 companies with a focus on North America and Asia. Vacuum technology is one of the key technologies for many other cutting edge technologies, and will be increasingly required for a wide range of industries and growth fields in the future.

As the world's largest comprehensive vacuum products manufacturer, we conduct everything from research and development, through to manufacture, sales, and customer support. Looking forward, we will continue to support the advancement of the world's industries through vacuum technology.

ULVAC Group

ULVAC, Inc.

ULVAC Group Companies in Japan

- ULVAC TECHNO, Ltd.
- ULVAC KYUSHU CORPORATION
- ULVAC TOHOKU, Inc.
- ULVAC KIKO, Inc.
- ULVAC EQUIPMENT SALES, Inc.
- ULVAC CRYOGENICS INCORPORATED
- ULVAC-PHI, Inc.
- TIGOLD CORPORATION
- ULVAC COATING CORPORATION
- NISSIN SEIGYO Co., LTD.
- ULVAC Human Relations, Ltd.
- SHINKU CERAMICS CO., LTD.
- FINE SURFACE TECHNOLOGY CO., LTD.
- Reliance Electric Limited
- SHOWA SHINKU CO., LTD.

Overseas ULVAC Group Companies

- **North America**
 - ULVAC Technologies, Inc.
 - Physical Electronics USA, Inc.
- **Europe**
 - ULVAC GmbH
- **China**
 - ULVAC (CHINA) HOLDING CO., LTD.
 - ULVAC (NINGBO) CO., LTD.
 - ULVAC (SUZHOU) CO. LTD.
 - ULVAC Orient (Chengdu) Co., Ltd.
 - ULVAC Automation Technology (Shanghai) Corporation
 - ULVAC Tianma Electric (Jingjiang) Co., Ltd.
 - ULVAC Vacuum Furnace (Shenyang) Co., Ltd.
 - ULVAC (Shanghai) Trading Co., Ltd.
 - ULVAC Materials (Suzhou) Co., Ltd.
 - ULVAC Opto-electronics Thin Film Technology (Shenzhen) Co., Ltd.
 - ULVAC CRYOGENICS (NINGBO) INCORPORATED
 - ULVAC NONFERROUS METALS (NINGBO) CO., LTD.
 - ULVAC Research Center SUZHOU Co., Ltd.
 - Hong Kong ULVAC Co., Ltd.
 - ULVAC VACUUM EQUIPMENT (SHANGHAI) CO., LTD.

- **Taiwan**
 - ULVAC TAIWAN INC.
 - ULTRA CLEAN PRECISION TECHNOLOGIES CORP.
 - ULCOAT TAIWAN, Inc.
 - ULVAC AUTOMATION TAIWAN Inc.
 - ULVAC SOFTWARE CREATIVE TECHNOLOGY,CO., LTD.
 - ULVAC Materials Taiwan, Inc.
- **South Korea**
 - ULVAC KOREA, Ltd.
 - Ulvac Korea Precision, Ltd.
 - Pure Surface Technology, Ltd.
 - ULVAC CRYOGENICS KOREA INCORPORATED
 - ULVAC Materials Korea, Ltd.
 - UF TECH, Ltd.
- **Southeast Asia**
 - ULVAC SINGAPORE PTE LTD
 - ULVAC MALAYSIA SDN. BHD.
 - ULVAC (THAILAND) LTD.



Customer Support

ULVAC CS Solutions focuses all of the Group's knowledge

We provide global customer support to keep our customers satisfied after purchase of equipment, from installation of equipment to operation, field support, evaluation, analysis, provision of materials and parts, and maintenance etc. of vacuum pumps etc. In the future, in order to respond appropriately to the demands of diversification and sophistication, we will pursue value-adding service focusing all of our knowledge, such as our unique technology, service, and know-how, in order to support our customers' production activities in a manner that meets their needs. Furthermore, by using information about our customers' needs as feedback for development of new equipment, we are able to produce even more sophisticated vacuum technology and service.

Equipment maintenance service

By valuing close communication with our customers, we are able to achieve rapid service.

• Global CIP (continuous improvement program)

This service is for the purpose of providing our overseas customers, in addition to our domestic customers, with effective usage techniques, and improvements in yield rate and productivity over many generations for the equipment they are already using.

• Factory outsourcing (FOS)

We conduct support for the operation and maintenance of equipment and facilities, as well as the ordering of parts, selection of equipment, and process development, by contract, dispatch or personnel transfer.

• Rejuvenation, precision cleaning, and resource recovery

We aim for overall cost reductions through extension of component life and the cleaning cycle, and recovery of valuable materials etc. Based on our extensive knowledge of vacuum equipment as a whole, we propose the optimal surface treatment and cleaning for your needs.

Component maintenance

• Pump maintenance

We maintain components such as vacuum pumps.

• JCSS vacuum gauge calibration service

ULVAC is an MRA/JCSS* accredited calibration laboratory in the pressure (vacuum gauges) category.

*JCSS (Japan Calibration Service System): Calibration laboratory accreditation system under the Measurement Act
*International MRA (mutual recognition agreement)

Components and consumables

We achieve high-quality, swift, and reliable delivery through in-house manufacture of components.

Analysis service

We conduct an analysis service using the ULVAC Group's analysis and evaluation equipment.

Second-hand sales and purchase

We sell, purchase, refurbish, relocate, import and export, etc., second-hand products, ranging from components to production equipment.

Training service

We conduct a training service for ULVAC products (equipment, vacuum pumps, and components).

