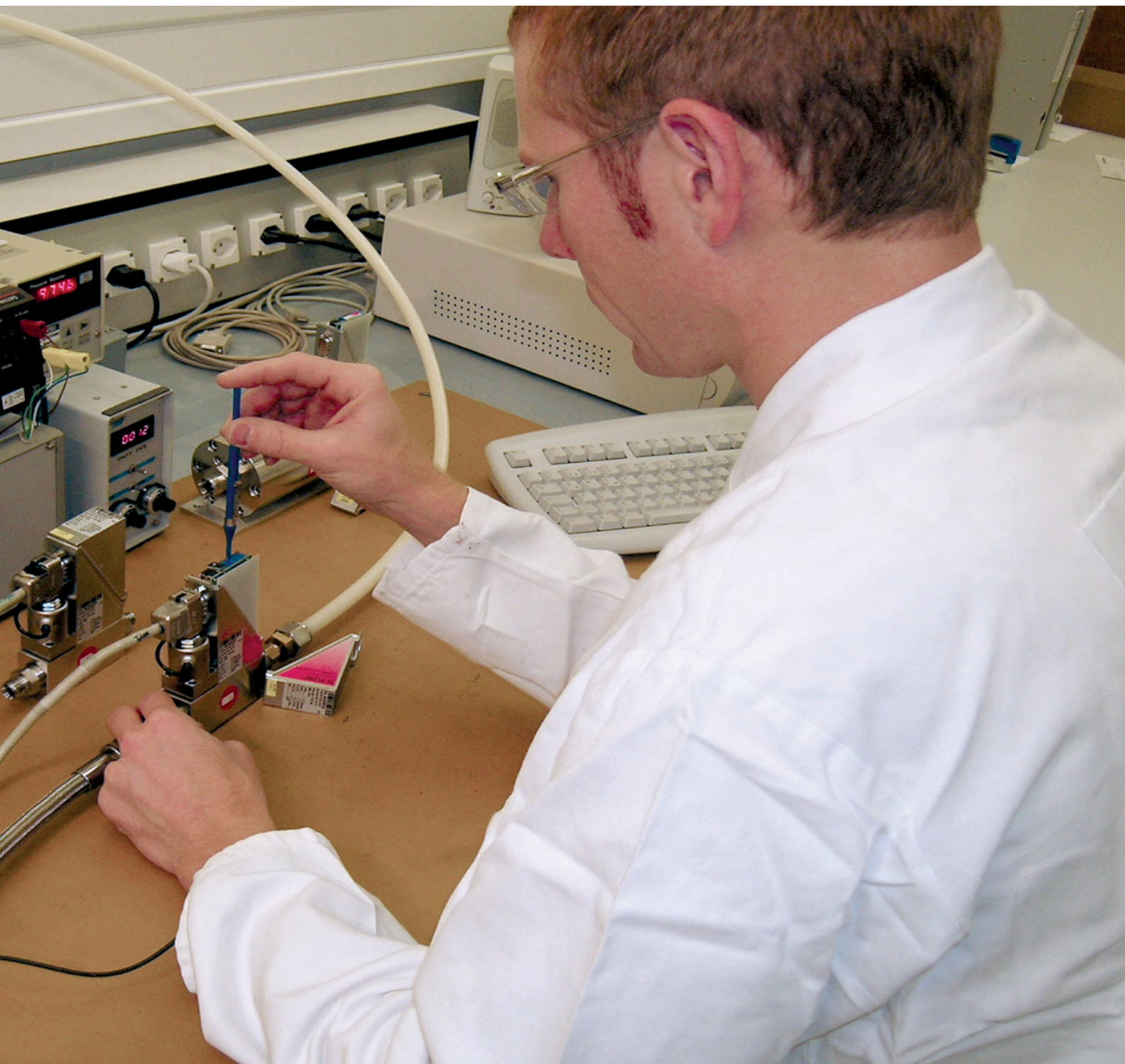


Customized Support Services

Improve productivity – maximize efficiency –
boost profits

Issue 4



The Oerlikon Metco difference

Successful companies know that committed and dependable suppliers are a key to achieving their critical goals. The best supplier partnerships add indispensable value, especially when providing essential supporting services. That's where Oerlikon Metco comes in. We know that every customer's situation is unique, so we offer solutions tailored exclusively to meet those needs and overcome any individual challenge.

What can Oerlikon Metco Support Services do for your company? In the following pages, you will learn how our services can help your business:

- Reduce operating costs
- Increase productivity
- Operate more reliably
- Reduce risk exposure
- Meet new technical and competitive challenges
- Expand your market reach

Isn't this what you want from your supplier? It's how Oerlikon Metco keeps our customers ahead of their competition every day!



Achieve greater efficiency with professional training

Did you know that well-trained employees have the following positive effects on your organization?

- Reduced employee turnover leads to better overall efficiency and greater customer satisfaction
- Well-trained employees are more productive and less likely to make mistakes, reducing waste, rework and scrap rates
- When employees understand proper equipment operation, overall equipment maintenance and downtime is reduced
- Process control is enhanced, improving overall production quality
- Risk from personnel injuries and facility damage is reduced

Training is a smart investment, and when it comes to training for thermal spray, no one does it better than Oerlikon Metco. We pride ourselves on developing programs and delivering training precisely targeted to your company's specific needs:

- Customized and standardized training courses
- Training by experienced thermal spray professionals
- Small class sizes with individualized attention
- Flexibility, with training at your site and on your equipment, or at Oerlikon Metco's facilities
- Courses with theoretical (classroom) training reinforced with practical (hands-on) experience



Ask us about training programs for:

- Thermal spray processes and technologies
- System training (operation, safety, maintenance, troubleshooting and repair)
- Materials training (selection, applications and safe handling)
- Coating testing and quality control
- Robotics programming and operation
- Thermal spray process evaluation



Bring value to your business through Oerlikon Metco Coating Solution Centers

Challenge us! Let Oerlikon Metco bring value to your company through the services offered by our Coating Solution Centers (CSC). Our extensive, in-depth know-how enables us to offer specialized, often unique, surface enhancement solutions that improve your company's competitive edge.

The broad range of coating technologies offered by Oerlikon Metco, in conjunction with our extensive experience in the application of these technologies and our portfolio of more than 650 thermal spray materials, is your guarantee of the very best solution that is perfectly suited to your requirements.

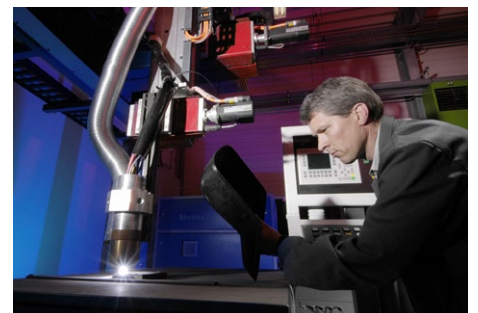
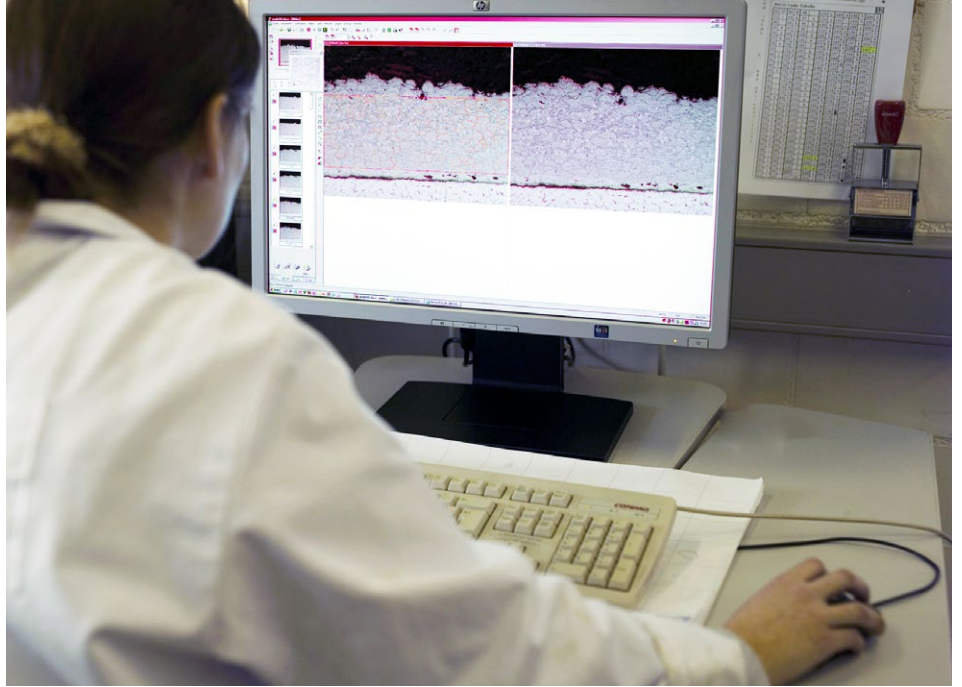
We are dedicated to improving your company's profitability and competitive standing in the market. Call on our Coating Solution Center experts when you need:

- Improved product life
- Better product performance
- Greater product reliability
- Reduced production cost
- Improved process robustness and optimization

Partnership with our CSC brings the following benefits for your company:

- Minimize the use of your resources to develop or improve your coating solutions
- Efficient development with complete technology transfer to your company
- A very skilled coating team with a thorough understanding of the complete coating process, including all the subtleties that come with experience

Whether your need is to improve an existing application or develop a new application, our Coating Solution Centers stand ready to serve you!



Protect your investment with Oerlikon Metco technical field services

Your thermal spray system is like any other precision tool. To optimize your investment, your system requires periodic service and maintenance to maximize uptime and keep it running within design criteria. That's where the Oerlikon Metco difference is. Not only are we there for emergency service, we have a comprehensive selection of proactive services designed to:

- Maximize uptime through identification of potential problems before they occur
- Prevent process drift that leads to poor coating quality, scrap and rework
- Promote safe equipment operation, reducing the risk of injury to personnel or facility damage
- Allow consistent production of high quality, repeatable coatings with the greatest efficiency
- Reduce overall equipment maintenance costs

Our highly trained service team has the most extensive experience in the maintenance of thermal spray equipment in the industry. Combine that with their access to our design engineers, spray technicians and system integration personnel and you have an unrivaled team of expertise available to you. Beyond that, we invest in the most accurate, state-of-the-art tooling available. The measuring and testing equipment we use is fully traceable, calibrated and certified, and is 4 times more accurate than the equipment it calibrates.

Our Technical Field Services offer:

- Technical phone support: We can troubleshoot most problems right over the phone!
- Emergency service: We are there within 2 business days!
- Preventative maintenance programs: Minimize downtime and maximize the service life of your equipment by preventing problems before they happen

- Calibration services: Done the right way and in full accordance with ISO standards, using fully traceable test equipment. Our calibrations include safety inspections and complete certifications for your records
- Service agreements: Know the cost to maintain your equipment in advance with a service agreement customized to your specific requirements!

You trusted us with your equipment purchase ... Trust us to maintain it in peak condition!



Oerlikon Metco parts – your best value for peak performance!

At the heart of every thermal spray component are the parts that make it work. When Oerlikon Metco designs a component for your thermal spray system, we pay particular attention to the spare parts you will need for that component. We control every aspect of the design and manufacture of our parts, from the selection of raw materials to the tight tolerances that ensure consistent performance and coating results with superior repeatability. We manufacture on state-of-the-art equipment using the most modern production and quality control standards.

Beyond quality, consider that with Oerlikon Metco parts, you are assured of:

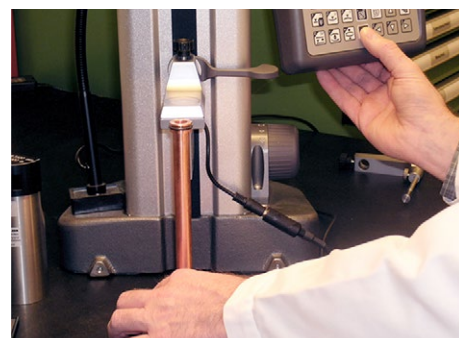
- Fast availability, no matter your location! In fact, we stock our most popular parts at all of our warehouse locations worldwide, so they are always available when you need them
- Simplify your purchasing by buying all of your thermal spray parts from a single source
- Customized purchase and supply programs that help manage your requirements

More Choices!

For most of our thermal spray guns and powder feeders, we offer a variety of options and accessories so you can achieve optimal results for your specific coating application.

In addition, we offer a number of choices on our most popular spray gun nozzles so you can choose parts best suited to your production environment:

Pro grade	Longest life — reduces process drift and eliminates copper spitting
Standard grade	The industry standard — trusted for decades by thousands of customers
Commercial grade	Your best value with no quality compromise



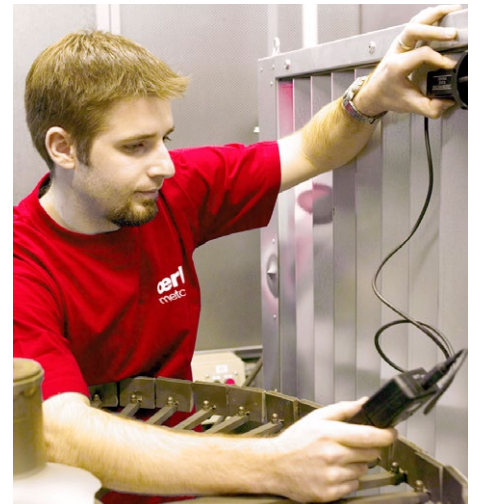
Extend your investment with system retrofits and upgrades

No doubt, when your company bought your Oerlikon Metco thermal spray system, it was exactly suited to your needs at that time. But let's face it... Things change! And Oerlikon Metco is there to help you manage any changes to your thermal spray needs with system retrofits and upgrades that can:

- Accommodate your need to coat new part configurations or apply a different coating
- Meet your expanding production needs
- Comply with new safety and environmental regulations
- Implement technology upgrades that maximize efficiency and productivity
- Increase reliability and reproducibility through the replacement of aging system components
- Relocate a system to accommodate changing facility requirements



Talk to our system integration experts so you can reach a sound, informed decision that will provide your company with the best value and greatest return. We devote the same attention to detail during the implementation of the retrofit or upgrade as we did for your original system purchase — from the initial consultation through commission of the modifications. We develop an implementation solution specific to your system and production environment. Finally, our highly trained field technicians install and test your system's modifications to your complete satisfaction.



Perfect solutions through optimum materials and innovative technologies

Oerlikon Metco is a global leader in surface engineering solutions and services offering:

- A broad range of thermal spray and other advanced surface technology equipment and materials
- Integrated systems
- Specialized coating and surface enhancement services
- Customer support services

Oerlikon Metco provides a comprehensive manufacturing, distribution and service network, catering to aviation, power generation, automotive and other strategic growth industries.

To take control of your surface engineering challenges, contact your Oerlikon Metco sales office, visit our website at www.oerlikon.com/metco or email us at info.metco@oerlikon.com

About Oerlikon Metco

Oerlikon Metco enhances surfaces that bring benefits to customers through a uniquely broad range of surface technologies, equipment, materials and turnkey coating services. Furthermore, we offer a flexible portfolio of customer support services tailored to the needs of our clients. As the leader in thermal spray, we improve the performance, efficiency and reliability of our customers' components and systems. In addition to thermal spray, we also supply materials for additive manufacturing, conductive fillers for the electronics industry and other critical industrial processes. Oerlikon Metco serves industries such as aviation, power generation, automotive, oil & gas, industrial and other specialized markets and operates a dynamically growing network of more than 50 sites in EMEA, Americas and Asia Pacific. Oerlikon Metco, together with Oerlikon Balzers and Oerlikon AM, belongs to the Surface Solutions Segment of the Switzerland-based Oerlikon Group. (SIX: OERL).

Information is subject to change without prior notice.