



MyCoat 2.0

Service Plan Overview

The MyCoat 2.0 service plan was designed to ensure your machine is continuously producing premium AR and mirror coatings. With this in mind, key maintenance, quick diagnostics and performance checks are handled by trained, on-call MyCoat technicians, allowing you to focus on your business. Elements include:



Preventative Maintenance

Our preventative maintenance service includes an on-site, multi-point inspection and servicing of key components including oils, filters, rings and targets. Maintenance visits are scheduled at intervals based on anticipated machine usage.



Lens Monitoring

Our lens monitoring service includes the evaluation and customer reporting of lenses and/or color test slides by MyCoat technicians ensuring specifications are being met. This proactive service can be utilized on a monthly basis and includes pre-addressed MyCoat envelopes for convenience.



Remote Monitoring

Our remote monitoring service provides visibility of your machine's performance to MyCoat technicians at regular intervals, helping to ensure consistent performance and service interval accuracy. Remote adjustments and/or repairs are performed as needed.



Emergency Repair

Our emergency repair service provides peace of mind with an on-site visit from a dedicated MyCoat technician when remote monitoring diagnostics and repair prove insufficient.



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