



Because hitting the market is only the beginning.

## Global Aftermarket Services to proactively support your entire product lifecycle.

Getting your product to market isn't the finish line. The success of your product relies on how well it performs long after it's in your customers' hands. At Plexus, we understand how critical aftermarket services are to your brand and your product's reputation. That's why we've built our solutions to provide all the aftermarket services you'll need – from launch all the way to the product's end of life. When you work with us, you'll find a global team of specialists dedicated to helping you build brand loyalty and enhance your customer experience. We're passionate about helping you extend the life of your product – and we'll be a dependable partner in achieving a competitive advantage in the market.

### Enhancing product value.

We offer custom Aftermarket Service solutions, designed to extend your product's lifecycle, reduce costs and support the integrity of your brand. Because we start out with a focus on understanding the needs of your customers, we're able to intelligently support your product in a way that reinforces its value, reduces downtime and enhances your customer experience.

### Agility and flexibility.

We customize our Aftermarket Services to fit your needs – whether it's collaboration throughout full product development or engaging at any point in the process. We'll work with you to proactively address challenges and design a solution with the agility to adapt as needs evolve or the market changes. Alignment with our global manufacturing footprint gives us the equipment, processes and structure to provide a highly flexible solution.

### Engineering integration.

Our Aftermarket Services are closely tied to our engineering capabilities. We collaborate across disciplines, which allows us to quickly solve product challenges as they arise after launch. Integration with engineering means we can more effectively extend the life of your product through targeted support and redesign, resulting in better performance and reliability.

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DESIGN AND  
DEVELOPMENT



SUPPLY CHAIN  
SOLUTIONS



NEW PRODUCT  
INTRODUCTION



MANUFACTURING



AFTERMARKET  
SERVICES

# Smart, responsive support for you and your product, throughout its entire lifecycle.

From product upgrades to full warranty and service parts management, loaner programs or recycling, we'll help you manage and extend the product lifecycle, while minimizing cost. No matter how you engage with us, you'll see why we've earned a reputation as an exceptional aftermarket service provider, capable of supporting a wide range of products and technologies in the most complex regulatory environments.

## Integrated Aftermarket Services Solutions

### Distribution Management

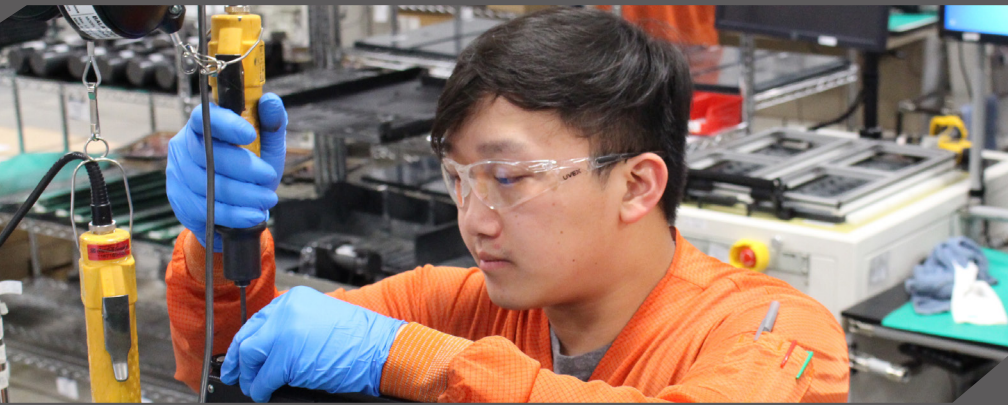
- Order, inventory and transport management
- Pick, pack and ship
- Configure to order (CTO)
- Build to order (BTO)

### Parts Planning

- Planning and forecasting
- Parts availability
- Last time buy (LTB)
- End of life (EOL)
- Excess/obsolete (E&O)

### Depot Repair

- Debug L3 L4
- Rework/repair/test
- Certified IPC 7711, 7721 and 610 technicians
- RoHS and non-RoHS compliant



## Technical Expertise

- Reverse Logistics
  - Managed logistics
  - Warehousing and fulfillment
    - Kitting and CTO
  - Inventory management
  - Parts network management
    - DC, RDC and FSLs

- Service Parts Management
  - Service parts planning
  - Service parts sourcing and procurement
  - Service parts end of life management
    - Last time buy management
    - Alternate and substitute management
    - Component engineering
    - Harvesting and part recertification

- Depot Repair Services
  - RMA screening and validation
  - Failure troubleshooting
  - Rework and repair
  - Refurbish
  - Upgrade
  - Product testing
  - Failure analysis

- Recycling and Asset Reutilization
- Capabilities and Certifications
  - FAA Class I, II and III finished medical devices service
  - Low to medium volumes / low to high mix electronics service

- Complex PCBA and higher level assembly failure analysis, diagnostics and repair/rework
- FAR 145 repair station
- Customized supply chain solutions for service parts
- Lean Six Sigma culture

## Regulatory Expertise and Compliance

- ISO 9001
- ISO 14001
- Nadcap
- ANSI/ESD S20.20
- AS9100
- ITAR
- ISO13485
- FAR145

Ready to get started? Contact our Aftermarket Services team at [plexus.com/contact](https://plexus.com/contact) or by using the appropriate phone number below.

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