



CUSTOMER SERVICE

Your Partner for Unrivaled
Machine Performance!

SINGULUS 

SINGULUS TECHNOLOGIES

To be a reliable and professional partner for our customers in order to

Welcome to SINGULUS TECHNOLOGIES Customer Service

YOUR PARTNER FOR UNRIVALED MACHINE PERFORMANCE!

At SINGULUS TECHNOLOGIES, we are committed to being a steadfast and professional partner, dedicated to elevating and sustaining your machines to the pinnacle of performance excellence. As pioneers in developing and assembling cutting-edge machines and systems for efficient thin-film coating and surface treatment processes, our impact resonates across global industries such as Photovoltaics, Semiconductor, Medical Technology, Packaging, Glass & Automotive, and the burgeoning Battery & Hydrogen markets. Our core competencies span a spectrum of coating technologies, including PVD sputtering, PECVD and evaporation, alongside surface treatment and various wet-chemical and thermal production processes.

Our commitment to customer satisfaction extends well beyond the point of sale, making optimal customer support a fundamental pillar within the SINGULUS TECHNOLOGIES Group. With a footprint of hundreds of installed machines worldwide and a robust global sales network, our seasoned, professional team stands ready to support you at every turn, ensuring your goals are not just met, but exceeded.

EVERYTHING FROM ONE SOURCE

- » Full service – from standard maintenance package to five-star solution
- » Helpdesk support
- » Predictive maintenance planning and condition monitoring
- » Original spare parts, wear parts and consumables, specially tailored to your systems
- » High quality sputtering targets
- » High performance process carriers
- » 3D printed prototypes
- » Training (in-house, on-site), webinar, video training
- » Hardware upgrades, retrofitting
- » Software updates, remote service
- » Repair service (e.g. cleaning, obsolete parts)
- » Exchange parts service
- » Yearly audits (ATEX, safety check)

Discover the Comprehensive Range of Services we offer, all Conveniently Accessible from a Single Source:

ORIGINAL PARTS

- » Spare parts
- » Wear parts
- » Consumables
- » Repair service

HELPDESK

- » Ticket system
- » Remote support
- » Service calls

MAINTENANCE

- » Predictive maintenance
- » Preventive maintenance

IMPROVEMENTS

- » Process optimization
- » Production support
- » SW/HW upgrades
- » Condition monitoring

TRAINING

- » In-house
- » On-site
- » Online
- » Virtual (AR glasses)

YOUR CONTACT:



Account Management
customersupport@singulus.de
+49 6188 440 - 1441



Repairs
repairs@singulus.de
+49 6188 440 - 1166

GIES Customer Service

bring and maintain their machines to the highest possible level of performance!



Helpdesk / Training / Ticket System

helpdesk@singulus.de
+49 6188 440 - 440



Consumables (Targets / Carriers)

targets@singulus.de
+49 6188 440 - 1143

Headquarters
Subsidiaries



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THIN FILM
DEPOSITION

SURFACE
ENGINEERING

THERMAL
PROCESSING

WET
CHEMICAL

SINGULUS TECHNOLOGIES - Thin-Film Coating and Surface Treatment

SINGULUS TECHNOLOGIES develops and assembles innovative machines and systems for efficient thin-film coating and surface treatment processes, which are used worldwide in the Photovoltaics, Semiconductor, Medical Technology, Packaging, Glass & Automotive as well as Battery & Hydrogen markets.

The company's core competencies include various processes of coating technology, surface treatment as well as wet-chemical and thermal production processes. SINGULUS TECHNOLOGIES sees sustainability as an opportunity to position itself with innovative products. In the focus are environmental awareness, efficient use of resources as well as avoidance of unnecessary CO₂ pollution

SINGULUS TECHNOLOGIES attaches great importance to responsible and sustainable corporate governance.