



Introducing the MKS

Service ePortal

to streamline your service activities



SUPPORT

MKS' new web-based Service ePortal is now available for all US-based customers. This easy-to-use online tool gives you increased access and integration of your service data.

Once your account is active, you can request an RMA, upload all relevant materials, and follow the unit through the repair process. If you use the ePortal exclusively for all your RMAs, you'll have access to the entire service history of RMAs created through the portal.



- Create an RMA
- See all ePortal created active RMAs
- Search by serial number
- Upload related Health and Safety forms
- Upload a purchase order
- View repair status including unit receipt, in repair, in test, and unit shipped milestones
- Get tracking number information
- Link all your service site locations for a complete overview of your service requests

Register Here

Take advantage of centralized and efficient data with our self-service portal. Scan the code to start the registration and you're on your way!



Contact Us

Have a question for the Global Service team? We are here to help and will be back with a response within one business day.

