



GLOBAL CUSTOMER  
OPERATIONS GROUP

# Fixed Price Repair Services

## Tool Automation Products

INTEGRATED SOLUTIONS

Brooks Automation offers an array of highly flexible programs and services based upon the way you do business. Brooks Fixed Price Repair service for tool automation products is structured to address your operational efficiency needs while still providing the flexibility you require.

### Benefits:

A Brooks Certified Repair is the right choice for customers who want professional high quality services. These repairs are designed to optimize aging product performance and achieve optimal lifetime for all your automation equipment.

- Repairs performed by factory technicians
- Repairs completed using only Brooks parts
- Programs customizable to address each specific customer needs
- Fixed lead times for all products, independent of service level
- FastSwap Exchange agreements available for Enhanced PM or Refurbishment Repairs
- All Brooks repairs are covered by an industry leading warranty

At Brooks Automation Global Customer Support we are committed to supporting you. Our mission is to exceed expectations in all areas of customer satisfaction and responsiveness. For this reason we have created a portfolio of service offerings customizable to meet your specific operational needs.

### *Tool Automation Fixed Price Repair*

The Brooks Fixed Price Repair and FastSwap Exchange programs for the tool automation family of products have been added to the Global Customer Support service portfolio. Fixed Price Repair provides pre-set repair levels and fixed pricing at reduced cycle times based on the level of repair you require. A FastSwap Exchange agreement enhances the Fixed Price Repair program by providing exchange units to support your repair needs.

These offerings improve tool automation equipment repairs by:

- Reducing unscheduled downtime
- Ensuring fixed transactional costs
- Improving maintenance budget planning
- Optimizing inventory management
- Reducing repair cycle times
- Leveraging knowledge based repair
- Enabling extended warranties



Fixed Price Repair applies to most tool automation repair transactions. In addition, the Fixed Price Repair and FastSwap Exchange program can be components of a customized agreement.

### *Tool Automation Fixed Price Repair Offering*

Brooks Global Customer Support offers Fixed Price Repair on the following tool automation equipment:

- AquaTran™/AcuTran® – Atmospheric Robotics
- AcuAligner™ – Atmospheric Aligners
- AXM™ – Top or Bottom Mount Atmospheric Robotics
- MTR®/VTR5™ – Vacuum Robotics
- Pre-Aligner – Atmospheric Aligners
- DBM – Dual Arm Atmospheric Robotics
- Reliance™ ATR™8 – Atmospheric Robotics
- MagnaTran® 7 – Vacuum Robotics
- MagnaTran® 8 – Vacuum Robotics
- VAC-407™ – Vacuum Robotics
- Controllers – Robotic Controllers & Electronic Modules

### *Fixed Price Repair Options*

Brooks offers three levels of Fixed Price Repair to meet your needs.

- **Functional Repair:** The Functional Repair or “Run–Break–Fix” provides minimal repairs required to test and meet to operational specifications without replacement of wear items.  
Warranty: 90 day warranty on entire unit.
- **Enhanced Preventive Maintenance:** Enhance PM Repair includes a full preventative maintenance on the returned unit including proactive replacement of high wear items as needed.  
Warranty: 12 month warranty on entire unit
- **Refurbishment:** Complete rebuild of unit to meet as sold operational specifications and includes pre-determined parts replacement regardless of parts wear condition.  
Warranty: 12 month warranty on entire unit.
- **Fixed Price Repair Pricing Agreement:** These agreements allow customers to budget and specify specific repair levels in advance.

### *FastSwap Exchange*

A FastSwap Exchange agreement is available coupled with either the Enhanced PM or Refurbishment service level. This program allows for readily available spare units to be maintained in support of your operational uptime requirements. These units may be placed in either the factory or locally depending upon the scope of your agreement.

*For more information, please contact your local Brooks Automation sales representative or visit [www.brooks.com](http://www.brooks.com).*

