



GLOBAL CUSTOMER  
OPERATIONS GROUP

# Fixed Price Repair Services

MagnaTran® 7

INTEGRATED SOLUTIONS

Brooks Fixed Price Repair service for tool automation products is structured to address your operational efficiency needs by providing pre-set repair levels and fixed pricing at reduced cycle times based on the level of repair you require.

The MagnaTran® 7 (MAG 7) robot is Brooks Automation's most advanced and reliable robot for operation in vacuum and isolation environments such as cluster tools. Reliability is proven at > 11.5 MCBF. With the MagnaTran 7 lengthy repair cycle times can lead to increased costs and unscheduled downtime. This is why Brooks has created a Fixed Price Repair program to support the MagnaTran 7 robot.

## *MagnaTran Fixed Price Repair Options*

### Customer 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
- Fixed lead times for all products, independent of service level
- All Brooks repairs are covered by an industry leading warranty
- Brooks Advantage - Product technical experts and original design engineers
- On-line tracking simplified with e-RMA™

Service Level	Description	Deliverables
<b>Functional Repair</b>	Provides minimal repairs required to meet production test specifications  <b>Warranty: 90-day on entire unit</b>	Complete inspections: • Visual • Mechanical • Electrical Replace broken parts
<b>Enhanced Repair with Preventative Maintenance</b>	Functional Repair service PLUS Preventative Maintenance to address high-wear parts, as necessary, to prevent anticipated failure  The unit's cosmetics will be replaced, as necessary, to bring the unit to like new condition  <b>Warranty: 12 month warranty on entire unit</b>	Replace, as necessary: • Z Shoulder bearing • T1 and T2 main bearings • Z encoder assembly • T1 and T2 Encoder • Lubricate Z ball screw assemblies For arms replace or check: • Arm tension bands integrity • All bearings integrity
<b>Refurbishment</b>	Complete rebuild of unit to meet new operational specification of the unit as defined by Brooks Engineering  The unit's cosmetics will be replaced, as necessary, to bring the unit to like new condition  <b>Warranty: 12 month warranty on entire unit</b>	Replace: • Z shoulder bearings • T1/T2 main beam • Z motor bearings • Z encoder assembly • T1/T2 shoulder bear • O-rings • Z brake assembly Arm: Replace all bearings

### *ProActive Agreements*

For larger installed base customers, agreements are available coupled with either the Enhanced PM or Refurbishment service level to include exchange units. These agreements provide readily available spare units to support your operational uptime requirements. This program helps you manage equipment maintenance proactively to reduce unexpected down time, while the fixed price allows your operation to budget and forecast its maintenance expense.

### *e-RMA™*

You can check the status of your repair order any time of the day or night, using our on-line tracking tool; e-RMA. e-RMA allows you to view up-to-the-minute real time order status information, so you don't have to wait to know where your order is.

### *GUTS® (Guaranteed Uptime Support)*

Our GUTS rapid response system delivers unsurpassed responsiveness worldwide to any Brooks product problem. Every call to our GUTS line is answered by capable, empowered Brooks employees with the knowledge and resources to diagnose customer problems quickly and accurately. With GUTS, you are guaranteed an action plan within 59 minutes or less.



MagnaTran 7 System



● BROOKS SPARES INVENTORY AND REPAIR CENTERS

★ BROOKS FIXED PRICE REPAIR CENTERS

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

