



GLOBAL CUSTOMER  
OPERATIONS GROUP

# Fixed Price Repair Services

MultiTran<sup>®</sup> 5 and VacuTran<sup>™</sup> 5

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 MTR 5 M model MultiTran<sup>®</sup> 5 robot with the Brooks patented BiSymmetrik<sup>™</sup> arm and dual SEMI/MESC compatible end effectors is a vacuum wafer handling robot which enables high throughput handling in isolated cluster tools.

The VTR 5 M model VacuTran<sup>™</sup> 5 robot is a high reliability wafer-handling robot with a SEMI/MESC compatible arm and end effectors. The VTR 5 M is a top mounting robot with a single arm configuration for application in large transport chamber modules such as those in cluster tools.

Brooks has created a Fixed Price Repair program to support the MTR/VTR5 products.

## *MTR/VTR5 Fixed Price Repair Options*

Service Level	Description	Deliverables
<b>Functional Repair</b>	Replace parts as necessary to eliminate damaged, out-of-spec, or non-working components to make the unit operational  <b>Warranty: 90-day on entire unit</b>	Complete inspections: <ul style="list-style-type: none"> <li>• Visual</li> <li>• Mechanical</li> <li>• Electrical</li> </ul> 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: <ul style="list-style-type: none"> <li>• R-axis motor</li> <li>• Z-axis motor</li> <li>• T-Axis motor</li> <li>• Replace drive cables</li> <li>• E/R shafts &amp; seals</li> <li>• Refurbish ferrofluidic seal</li> <li>• Cobra cable</li> <li>• Z-axis bearings</li> <li>• Theta-axis bearings</li> </ul>
<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 Wearable items: <ul style="list-style-type: none"> <li>• R-axis motor</li> <li>• Z-axis motor</li> <li>• T-axis motor</li> <li>• Replace drive cables</li> <li>• E/R shafts &amp; seals</li> <li>• Refurbish ferrofluidic seal</li> <li>• Z-axis bearings</li> <li>• Theta-axis bearing</li> <li>• Ballscrew</li> <li>• Read head</li> <li>• Cobra cable</li> <li>• Linear rotate bearings</li> </ul>

### 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<sup>™</sup>

*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<sup>™</sup>*

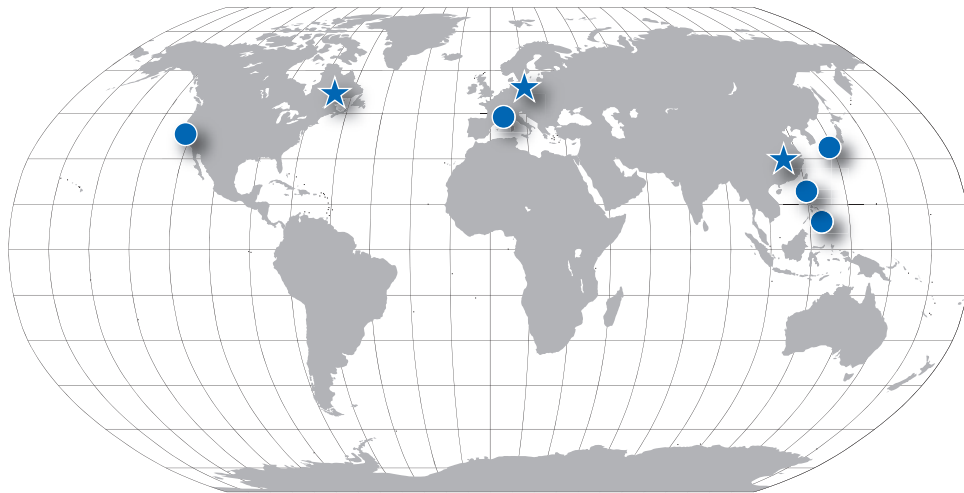
You can check the status of your repair order any time of the day or night, using our on-line tracking tool; e-RMA. e-RMA allows you to view up-to-the-minute real time order status information, so you don't have to wait to know where your order is.

*GUTS<sup>®</sup> (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.



MT5 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).*

