



GLOBAL CUSTOMER
OPERATIONS GROUP

Fixed Price Repairs for PFC Systems

Ease-Of-Doing-Business, Quick Turn Around, Fair Price

INTEGRATED SOLUTIONS

Brooks Automation provides on-going value and commitment to our customers through the Polycold® PFC Fixed Price Repair program.

Each Fixed Price Repair includes an evaluation of your equipment's condition, ensuring you will receive the optimal service level required. Fixed Price Repairs enhance the lifetime and performance of your PFC system by including the preventative maintenance of critical components and servicing all units to Polycold factory specifications.

Fixed Price Repairs speed both the quotation and order-entry process, which reduces lead-time and expedites delivery of your repaired equipment.

We offer 3 Levels of Service for your repair needs:

[1] Refrigerant Service

The Refrigerant Service has the basic level of services that are standard to all PFC Fixed Price Repair service options. With Polycold Refrigerant Services Brooks will first perform an inspection and evaluation of your system. This allows us to fully understand your system and your repair needs. This service level applies to PFC customers who experience performance issues and equipment downtime due to:

- Low refrigerant pressures
- Refrigerant leaks at cooling line connections on the PFC unit
- Refrigerant leaks inside the PFC unit
- Unknown mix of refrigerant due to numerous charges or top-offs
- Contamination of refrigerant

[2] Insulation Service

The Insulation Service includes all services provided with the Refrigeration Service with addition replacement of the internal PFC insulating foam. This service level applies to PFC customers who experience excessive PFC cool down times, equipment failures and performance degradation caused by:

- Moisture-contaminated or "wet" foam
- Ice build-up at insulation

[3] Refurbishment Service

With the Polycold Refurbishment Services your system is fully refurbished to like-new condition. We perform Refrigeration and Insulation Services, as well as new compressor installation. This service level applies to PFC customers who require a full refurbishment of their PFC system due to failure. This service level is recommended for systems with an operating lifetime of 8 years or greater.

With these services our customers can enjoy the peace of mind knowing their repair needs are performed by factory trained technicians using Brooks parts. All backed by our Brooks enhanced warranty and enhanced PM Services, that proactively replaces high wear items on your system to ensure maximum performance and productivity.

Benefits:

- Certified repairs by factory trained technicians.
- Brooks Parts used in all repairs.
- Enhanced PM allows for proactive replacement of high wear items.
- Enhanced Warranty of one year on the entire unit.
- Improved OEM/EU Budgeting with fixed costs.
- Improved Cycle time by nearly four weeks.
- Reduced order management with one purchase order.
- Service Repair evaluation report provided for each unit.



Description of Fixed Price Repair Services

Included	Refrigerant Service	Insulation Service	Refurbishment Services
Inspection and Evaluation	■	■	■
Full System Leak Test	■	■	■
Disposal of Used Refrigerant *	■	■	■
Purge and Evacuation of Used Refrigerant	■	■	■
Refill with New Refrigerant **	■	■	■
Installation of New Valve Assemblies	■	■	■
Installation of New Filter Drier	■	■	■
Acidity Test of Compressor Oil	■	■	■
Disposal of Used Compressor Oil *	■	■	■
Refill with New Compressor Oil	■	■	■
Installation of New Compressor			■
Inspection of Insulation Foam	■	■	■
Removal and Refill of Insulation Foam		■	■
Final Test and Inspection	■	■	

* Per EPA Regulations ** Proprietary Refrigerant Blend is optimized for your PFC system.

Warranty

Brooks Automation warrants equipment and labor serviced in connection with the Fixed Price repair program will conform to specifications for a period of one (1) year from date of shipment from Brooks Automation.

Lead Times

4 weeks after receipt of equipment.

Exceptions

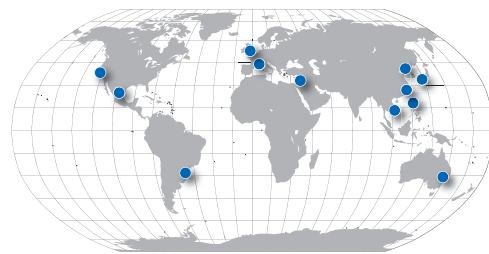
All units sent to Brooks for a Fixed Price Repair are subject to an evaluation fee of \$500. This fee is credited towards the price of the completed repair. Non-repairable units will be returned to the owner or subject to an equipment disposal fee of \$500.

Contact Info

Brooks Automation, Inc.
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GUTS® (Guaranteed Uptime Support)

For 24-hour Technical Support, 365 days a year, call our GUTS Customer Support Team at (800) FOR-GUTS.



● Brooks Automation Polycold® Remanufacturing Facilities Sales Representatives and Distributors

For more information, please contact your local Brooks Automation sales representative or visit www.brooks.com.

