



**GLOBAL CUSTOMER
OPERATIONS GROUP**

Fixed Price Repair Services

Robot Controllers

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.

Brooks robot controllers provide fast reliable motion control, built-in diagnostics and extensive I/Os to make system integration quick and easy. Brooks offers a tiered Fixed Price Repair Services program to enhance the operational longevity and productivity of the robot controllers, to work with the AXM, DBM, AquaTran™/AcuTran® and Reliance™ ATR™ robot families.

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™

Controller Fixed Price Repair Options

Service Level	Description	Deliverables
Functional Repair	Provides minimal repairs required to meet production test specifications Warranty: 90-day on entire unit	Complete inspections: • Visual • Mechanical • Electrical Replace broken parts
Enhanced Repair with Preventative Maintenance	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new condition Warranty: 12 month warranty on entire unit	Replace as necessary: • Fan • Filter • Cables • Connectors • Outdated printed circuit boards to current revision

Robot Controller Matrix

Controller	Robot Family
DBM – EDC Controller	DBM
AXM – ESC Controller	AXM
Series 8 Controller	Reliance ATR8
ACR7/AQR7 Electronics Module	AcuTran / AquaTran

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 customers 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)

Around the clock, around the world: 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.



S8 Robot Controller shown



● 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.

