

*Global Customer Support
from Brooks Automation*

A New Pathway to ProductivitySM

*A full range of value-added
service offerings focused on
improving performance and
maximizing productivity*



Brooks Global Customer Support

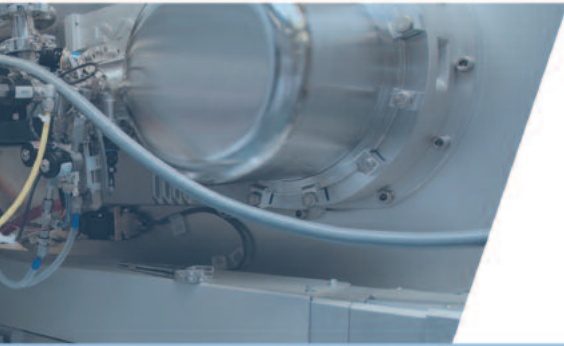
Around the clock, around the world, Global Customer Support from Brooks Automation sets the standard for world class support for all of our customers. Building on the global success of GUTS® (Guaranteed Up-Time Support), our Brooks Global Customer Support is committed to deliver knowledgeable, empowered support responsiveness and results within 59 minutes or less everywhere we do business.

The quality you expect, the time frame you require, and the productivity you demand are blended into Brooks Global Customer Support.

At Brooks Global Customer Support, we are totally committed to supporting our customers.

A New Pathway to ProductivitySM





TrueBlue® Service Agreements

A series of comprehensive and customizable service programs delivering improved performance; increased productivity; ease of business transactions; and the application of Brooks knowledge and technology to deliver the lowest possible cost of ownership.



Performance Upgrades

To optimize tool performance and availability, Brooks offers performance upgrades as well as component performance upgrades. Brooks performance upgrade programs deliver our latest high productivity technology to customers worldwide in demanding 24/7 applications.



Spares, Repairs and Exchanges

Brooks Automation offers a full range of services all backed by our expanded Global Repair Center. Our services enable you to keep your mission-critical equipment in top-operating condition.



GUTS®

GUTS rapid response system delivers unsurpassed responsiveness worldwide to any Brooks product problem with 24/7 availability and a guaranteed action plan within 59 minutes or less.

Brooks Global Customer Support

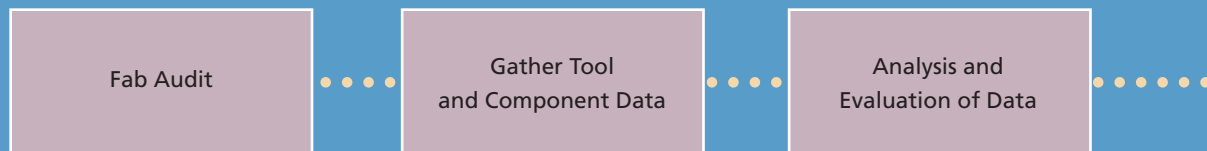
GUTS® - Guaranteed Up-Time Support Around the clock, around the world

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, customers are guaranteed an action plan within 59 minutes or less.



GUTS is more than just a telephone response. GUTS is an expression of our corporate culture that reaches every part of our organization, from field service to engineering, from finance to corporate executives. GUTS is the way we execute, the way we talk and listen, the way we think, and the way we respond. GUTS is a team culture with one goal in mind; customer satisfaction. It's in the way we develop new products to the way we support our products long after their launch and everything in between. GUTS is an attitude towards our customers geared towards building long lasting relationships, whether you have a service contract or not.

Step 1: Your Brooks Customer Support Engineer (CSE) will perform a comprehensive in-fab audit to baseline your component performance and to enable a discussion on your specific operational and availability efficiency needs.



Spares, Repairs and Exchanges

Maximizing productivity with Brooks Services

Brooks Automation offers a full range of maintenance services to keep your mission-critical equipment in top-operating condition. Our repairs service products include In-House Repair, Field Repair, Refurbishment, Advanced Exchanges, Upgrades and the Brooks-certified Spare Parts with local inventory. All these services are geared toward maximizing product lifetime; getting replacement equipment to your facility when you need it most, and enabling you to enhance productivity and increase fab uptime.



When using Brooks repair services, you will benefit from certified spare parts and trained repair technicians. Each Brooks repair facility is outfitted with proprietary repair and test equipment, which provides the highest quality of repair only available through Brooks.

We have international repair services in multiple locations around the world in order to decrease your repair cycle time and delivery of spare parts. As customer needs and locations evolve, Brooks is continually expanding our global repair services in order to support our factory automation, tool automation and vacuum product lines.

Each piece of equipment sent to Brooks for repair is submitted to rigorous manufacturing and testing processes as for new equipment.

A New Pathway to ProductivitySM

Step 2: With a clear understanding of your needs your Brooks account team will work with you to customize the right blend of service offerings from the Brooks Global Customer Support portfolio.

Customer Needs Matrix			
Brooks Global Customer Support Service Offerings	Cost of Ownership Reduction	Tool Availability	
		Unscheduled Downtime	Scheduled Downtime
TrueBlue® Service Agreements	High	High	High
Performance Upgrades	Medium-High	Medium	High
Exchanges/FPR Services	Medium	Medium	Medium
Spares & Repairs	Medium	Low	Low

Performance Upgrades

Enhancing performance

Brooks Upgrade program offers custom-tailored solutions for vacuum, tool automation and factory automation product lines. Each upgrade is designed to extend product longevity, and maximize your productivity.

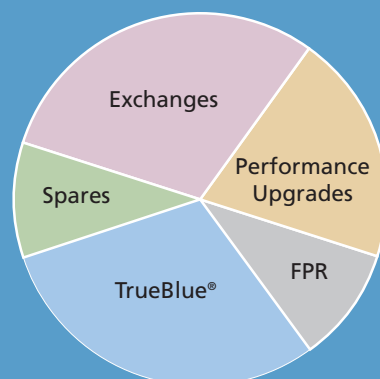
Brooks offers three types of upgrades – Performance Upgrades to improve your tools' uptime and maximize your productivity, Compliance Upgrades to stay in line with environmental regulations and industry standards and Operability Upgrades to keep up with latest Semi standards on operability requirements.

Through the Brooks Component Performance Upgrade Program, end-users can install “plug and play” performance-enhancing Brooks products. Many of those products have become standard on OEM tools because of their positive impact on bottom-line productivity.



Step 3: Maximize your productivity while optimizing performance with the most cost-effective service solutions available. Brooks Global Customer Support extends the knowledge, technology, and resources you require for dependable and consistent vacuum 24/7.

Customized Service Fabwide Solutions



TrueBlue® Service Agreements

Productivity through customization

TrueBlue Service Agreements are customizable agreements that bring a higher level of Brooks expertise into your quest for superior bottom-line results.

Brooks BasicBlue Service Agreement delivers replacement components according to a predefined service interval keyed to your preventive maintenance schedule. BasicBlue has no burdensome transactional spares / repair program fees — so you won't be unpleasantly surprised.

Brooks PerformanceBlue Service Agreements represent a functioning partnership under which we work hand-in-glove with you to customize and manage your overall service strategy. Driven by our proprietary GOLDLink® Remote Monitoring and e-JIT support Brooks' PerformanceBlue Service Agreements deliver the right mix of both hardware and software solutions.

Brooks UltimateBlue Service Agreements include dedicated on-site Brooks presence and scalable resources to satisfy all your Brooks products, ensuring maximum productivity and reliability system-wide.

Should you need it, we offer 24/7 remote system monitoring. We track many aspects of system performance and detect anomalies that may be significant — preventing problems before they can affect performance and productivity.



Global Support and Repair Capabilities

Brooks knows that Global Customer Support means having local repair centers close to the customer to support their needs. Therefore, to better support our customers we have multiple, strategically located repair centers.

North America: Brooks Chelmsford Repair Center is our newly expanded facility featuring a fully segregated and certified Copper Repair Room. Brooks proprietary test equipment has been added to ensure that your repairs are thoroughly tested and meet the same criteria as a new unit. The new space, test stands and the flexibility to add additional technicians will continually improve cycle times and support new products as well as legacy units.

Europe: Brooks Jena Repair Center services your Brooks equipment locally, cost effectively and with reasonable cycle times. Our service technicians have been fully trained to offer the most thorough evaluation and repairs on all your Brooks equipment. Spare part inventory has been put in place to cover tool automation and vacuum equipment emergencies, as well as your routine maintenance events.

Asia: Brooks Korea Repair Center repairs and refurbishes your tool automation equipment, avoiding long and costly shipments back to the North America centers. We also have repair centers in Taiwan, Japan, and China. All spare part inventory levels have been stocked to cover all local needs and a new technical support infrastructure has been established to respond in local language and local time to emergencies and day-to-day technical questions.

Brooks' spare parts, repair services, exchanges and upgrades are just a small part of how Brooks can support you in your daily maintenance challenges. Brooks Global Support capabilities are all part of Brooks Global Customer Support's total commitment to partnering with you in enhancing your productivity.

Brooks: *Delivering The Power of Blue*

Brooks Automation TrueBlue® Support is our total corporate commitment to deliver not only superior technology, but also unmatched performance, world-class global support, products and infrastructure and an expectation of “no surprises” — ever.

Our commitment to excellence begins the first time we speak with you and *that commitment never changes*. When you put your trust in Brooks Global Customer Support you get a powerful global infrastructure of competent, committed support to ensure that all Brooks products deliver the performance and reliability you expect — always. Let Brooks’ knowledgeable team show you first-hand what total customer satisfaction is all about.

At Brooks Automation Global Customer Support, meeting your expectations is never enough. Our mission is to exceed expectations in all areas of customer responsiveness. From the industry standard of GUTS® to the pioneering e-Diagnostic implementation of GOLDLink® Support, Brooks is committed to serving you with the most advanced, innovative, highly productive tools available.

Brooks Global Customer Support: A New Pathway to ProductivitySM



Brooks Automation, Inc.
15 Elizabeth Drive
Chelmsford, Massachusetts 01824 USA

Telephone: (978) 262-2900 Fax: (978) 262-4202

GUTS: 1-800-FOR-GUTS (1-800-367-4887)

email: salesupport@brooks.com

Visit us online at: www.brooks.com