



GLOBAL CUSTOMER
OPERATIONS GROUP

Repairs Services

Repair, Refurbish, Exchange, Upgrade

INTEGRATED SOLUTIONS

Brooks Automation Global Customer Support offers a full range of services to keep your mission-critical equipment in top-operating condition.

Benefits:

- Fixed Price Repair shortens repair cycle time
- Brooks Parts backed by Brooks' Global Repair Center
- Rapid availability of replacement units through Brooks' Exchange Program
- Factory-trained and certified technicians
- On-line tracking simplified with e-Spares and e-RMA
- Complete installation available

The Brooks Repair Services team is ready to help you with your repair needs. Our knowledgeable staff is standing by to receive your equipment at one of our certified Repair Facilities and return it to full operating condition.

We have completed the full expansion of our Global Repair Center located at our corporate headquarters in Chelmsford, Massachusetts.

- Expanded 12,500 square foot facility
- Fully-dedicated Certified Copper Repair Room with segregated air flow, separate entrance and processes to eliminate cross-contamination
- New Brooks proprietary test equipment to ensure repairs meet the same criteria as a new unit
- Improved repair cycle times

Fixed Price Repair

Fixed Price Repair delivers fast turnaround at a predetermined price. Eliminate the lead time traditionally devoted to evaluation, repair analysis, quotation, and approval.

- Shorter lead times
- Enhanced PM services
- Up to 1-year warranty
- Maintenance budget management made easier

For details on Fixed Price Repair product offerings, contact Customer Service.

Refurbishment

To extend the life of your equipment, consider having it fully refurbished.

- Predefined set of replaced parts
- 1- year warranty
- Less expensive than buying new equipment
- Refurbish equipment to like new condition

Exchange

The Exchange program gets replacement equipment to your facility in a hurry, enabling you to maximize productivity and minimize fab downtime.

- Scheduled Exchange with a new, refurbished or repaired unit available on certain equipment
- Advanced Exchange for immediate shipment is available on certain equipment



Upgrade

Brooks will help identify the right upgrade solution by first understanding your tool and productivity needs and technical requirements. Brooks can also provide turnkey solutions including installation, test and training.

- Performance Upgrades: to improve your tools' uptime and maximize your productivity
- Compliance Upgrades: to stay in line with environmental regulations and industry standards
- Operability Upgrades: to keep up with latest Semi Standards on operability requirements

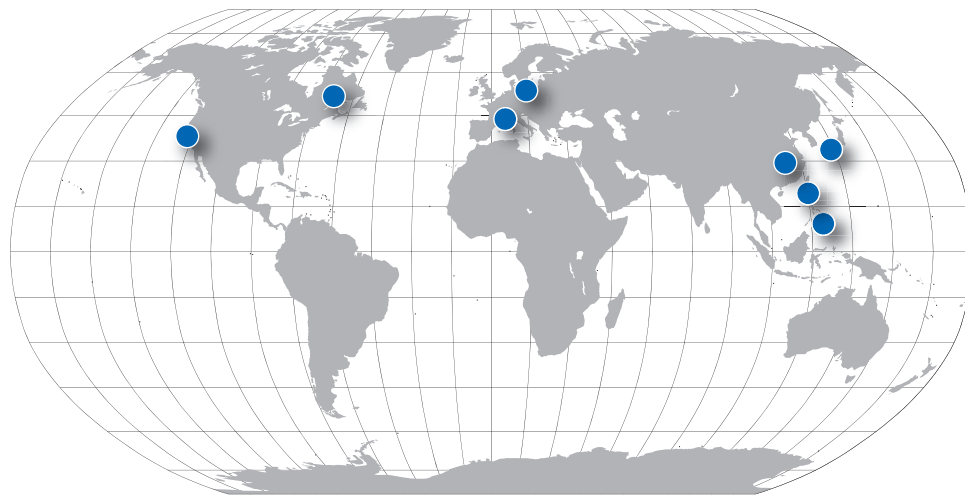
Continuous Support

GUTS®

- Guaranteed Up-Time Support (GUTS)
- Technical phone support 24/7
- Coordinated plan of action within 59 minutes or less - Guaranteed
- e-RMA on-line tracking of repair order status through the Brooks website
- e-Spares on-line tracking of spare parts order status through the Brooks website

Proactive Maintenance

Do you need help in defining which equipment may benefit from one of these options? Contact us and we will be glad to schedule a Factory Equipment Consultation. Our Brooks customer support engineers (CSE) will come to your fab and recommend which units could be upgraded or need repair/refurbishment services. Our consultation services help you understand where we can help improve your productivity and extend the life of your equipment.



● BROOKS REPAIR CENTERS

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

