



GLOBAL CUSTOMER  
OPERATIONS GROUP

# Spare Parts

INTEGRATED SOLUTIONS

## Benefits:

- Brooks Parts backed by Brooks' Global Repair Center
- Factory-trained and technicians
- Quick delivery from global inventory depots
- On-line order tracking simplified with e-Spares and e-RMA

Brooks Automation Global Customer Support provides value and commitment to our customers through a comprehensive spare parts program to help keep mission-critical equipment in top-operating condition. Partner with Brooks Automation, your source for factory direct spare parts; enabling you to optimize tool performance and total cost of ownership.

### *Brooks Parts*

All spare parts sold by Brooks undergo a rigorous review process by Brooks' certified technicians to ensure they meet Brooks' certified quality standards. You can have confidence that every part purchased from Brooks will install easily into your equipment and enable you to be back up and running in a minimum amount of time.

### *Optimized Logistics*

International depot capacity has been expanded to maintain maximized levels of spare parts inventory. These increased inventory levels, together with local support, enables Brooks to ship parts quickly to you, getting you back up and operational in the quickest time possible. For more information on regional support or recommended spare parts list, please contact our Technical Support team.

### *Continuous Support*

Brooks Global Customer Support is backed by GUTS®, Brooks' Guaranteed Up-Time Support. GUTS® provides:

- Technical phone support 24/7
- Coordinated plan of action within 59 minutes or less - Guaranteed
- On-line tracking of repair order status through the Brooks e-RMA website
- On-line tracking of spare parts order status through the Brooks e-Spares website

### *Proactive Maintenance*

Do you need help in defining which spare parts you may need to support your Brooks equipment? 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 make recommendations on planned maintenance spare part lists, as well as spare parts to support you during emergencies. Our consultation services help you understand where we can improve your tool uptime and extend the life of your equipment.

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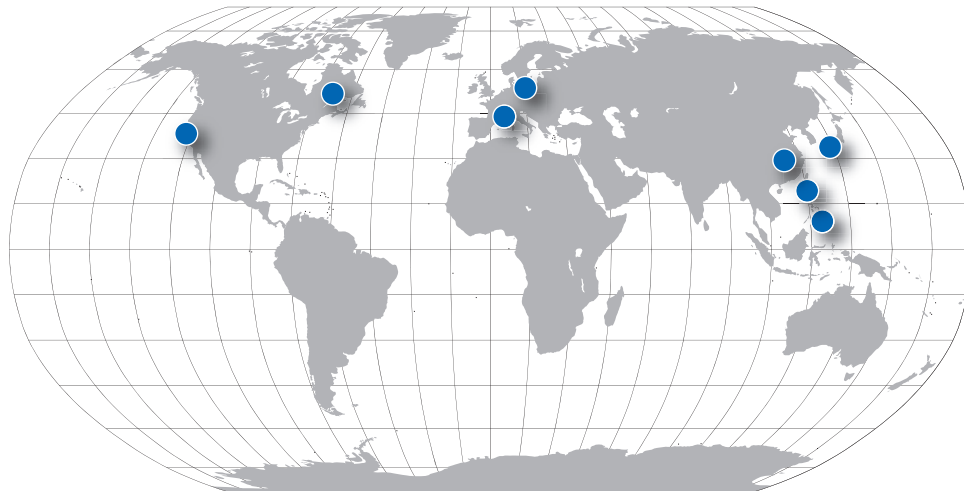
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● BROOKS REPAIR/SPARES LOCATIONS

*For more information, please contact your local Brooks Automation sales representative  
or visit [www.brooks.com](http://www.brooks.com).*

