



SEMICONDUCTOR  
PRODUCTS GROUP

# Fixed Price Repair Services

## MagnaTran® 8, 4-Axis Robot

GLOBAL CUSTOMER SUPPORT

### 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

Brooks Automation offers the broadest portfolio of vacuum robots to accommodate customer needs for fast swap, high throughput, vibration isolation or non standard payloads. The MagnaTran 8 (Mag 8) robot is Brooks Automation's most advanced, highest performance and most reliable robot for operation in vacuum and isolation environments such as vacuum cluster tools.

Brooks offers a tiered Fixed Price Repair Services program to enhance the operational longevity and productivity of the MagnaTran 8 family of vacuum robots.

### *MagnaTran Fixed Price Repair Options*

Service Level	Description	Deliverables
<b>Functional Repair</b>	Provides minimal repairs required to test and meet to operational specifications without replacement of wear items  <b>Warranty: 90-day on entire unit</b>	Complete inspections: <ul style="list-style-type: none"><li>• Visual</li><li>• Mechanical</li><li>• Electrical</li></ul> Replace broken parts
<b>Enhanced Repair with Preventative Maintenance</b>	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  <b>Warranty: 12 month warranty on entire unit</b>	<b>Drive</b> - Replace, as necessary: <ul style="list-style-type: none"><li>• Z Shoulder Bears</li><li>• T1, T2, and T3 Main Bearings</li><li>• Z Motor and Encoder Assbly.</li><li>• T1, T2, and T3 Encoders</li><li>• Vacuum O-rings</li><li>• All Other Wear Components</li></ul> <b>Arm</b> - Replace, as necessary: <ul style="list-style-type: none"><li>• All Bearings</li><li>• All Drive Tape</li><li>• All Tensioners</li></ul>
<b>Refurbishment</b>	Complete rebuild of unit to meet new operational specification of the unit as defined by Brooks Engineering  The unit's cosmetics will be replaced, as necessary, to bring the unit to like new condition  <b>Warranty: 12 month warranty on entire unit</b>	<b>Drive</b> - Replace: <ul style="list-style-type: none"><li>• T1, T2 and T3 Main Bearings</li><li>• T1, T2 and T3 Flex Cables</li><li>• All Z Motor Bearings</li><li>• Z Brake</li><li>• Z Encoder Assembly</li><li>• Z Limit Cable</li><li>• Linear Bearings</li><li>• Vacuum O-rings</li></ul> <b>Drive</b> - Replace as necessary: <ul style="list-style-type: none"><li>• All other assemblies</li></ul> <b>Arm</b> - Replace 100%: <ul style="list-style-type: none"><li>• All Drive Tape</li><li>• All Bearings</li><li>• All Tensioners</li></ul>

### *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.



● 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](http://www.brooks.com).*

