

# Remanufacturing and Exchange Services

Your only source for factory-authorized repair on Allen-Bradley and Reliance Electric products

## Benefits

- Proprietary remanufacturing process restores failed units to “like new” or better condition, extending equipment life and enhancing its performance
- Improve your overall equipment effectiveness (OEE)
- Stabilize your maintenance budget
- Reduce your unplanned downtime and frequency of repairs (longer Mean-Time-Between-Failure)\*
- Improve speed to change (receive repaired products faster, minimize compatibility problems)

## Features

- Receive a 12, 18 or 24 month warranty on the entire unit, not just the replaced/repaired components
- Ability to track your warranty, potentially saving you significant costs on unnecessary billings
- Only Rockwell Automation OEM specified components are used
- Includes firmware updates on your remanufactured products

*\* Rockwell Automation customer surveys have shown that products repaired by third-party companies can result in three times the warranty failures compared to products remanufactured by Rockwell Automation.*



Reductions in maintenance staff and spare parts inventory often lead to longer downtime and lost revenue when your automation assets malfunction or fail. To minimize downtime and keep production lines running, you need a reliable service partner that you can trust to provide quality repairs when you need them.

Many repair services can be costly, may only fix the symptoms instead of the problem and have limited availability. Rockwell Automation Remanufacturing and Exchange Services go far beyond other repair services with 18 remanufacturing and repair centers and nine exchange hubs around the globe. In fact, our North American locations have received ISO 9001 and ISO 14001 certifications for quality.

Every Allen-Bradley® and Reliance Electric™ product remanufactured undergoes our comprehensive remanufacturing process (see back). To maintain high levels of customer satisfaction, we invest each year in maintaining and updating the latest testing equipment.

## Rockwell Automation offers three levels of Remanufacturing and Exchange Services:

### Economy Services

Your failed or malfunctioning product is sent through our proprietary process and returned to you via normal shipping.

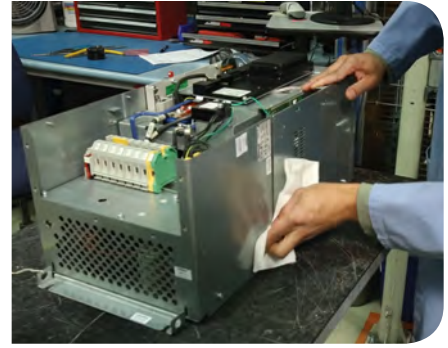
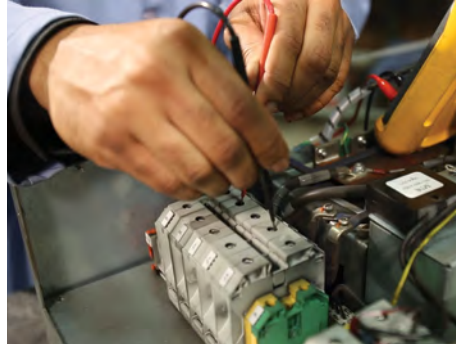
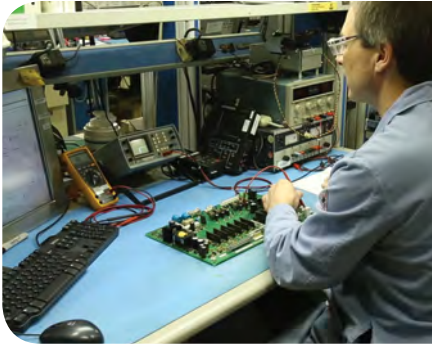
### Standard Services

After your failed core is received at one of our depots, an exchange unit is shipped from the hub. If no exchange unit is available, your unit will be placed in the front of our production schedule.

### Priority Services

Obtain next day, morning delivery from over 50,000 remanufactured Allen-Bradley catalog items inventoried at our global parts hubs. Return shipping costs are waived if the failed, non-warranty unit is returned within 15 days. Emergency 24x7x365 service is also available.

LISTEN.  
THINK.  
SOLVE.®



## Rockwell Automation Remanufacturing and Exchange Services: Ensuring Quality in Every Step

		Economy Services	Standard Services	Priority Services
Proprietary Remanufacturing Process	<b>Receipt and Verification</b> Warranty status verified, bar code assigned for easy tracking of repair history and order status.	X	X	X
	<b>Revisions and Enhancement</b> Unit is cleaned and updated to current applicable hardware and copyrighted firmware revisions, extending its life expectancy and allowing for future integration with our newer, more sophisticated products.	X	X	X
	<b>Component Verification/Replacement</b> Suspected faulty components are tested, verified and replaced/rebuilt, if necessary, with Rockwell Automation specified quality components.	X	X	X
	<b>Dynamic Functional Testing</b> Dynamic functional testing is performed against current OEM specifications. Specialists determine operational status using dedicated test equipment including parametric testing.	X	X	X
	<b>Environmental Testing</b> Dynamic environmental testing identifies intermittent problems not readily apparent to prevent premature failures in the future.	X	X	X
	<b>Final Quality Inspection</b> Unit is cosmetically cleaned and visually inspected by Quality Control Inspectors for compliance to Rockwell Automation standards.	X	X	X
	<b>Secure Shipping</b> Unit is placed in custom-engineered, anti-static bags and containers to help protect it against static discharge during shipment.	X	X	X
	Emergency 24x7x365 Service			X
	Pre-Paid Return Shipping Label Included*			X
	Return Shipping Time**	2-3 Weeks	Typically 3-5 days from receipt of failed unit at our Remanufacturing Center	10:30 a.m. Next day shipment
Repair Warranty Period (entire unit)	12 Months	18 Months	24 Months	
Inventory Carrying Costs Reduction	\$ Savings	\$\$\$ Savings	\$\$\$\$\$ Savings	

\* Failed unit must be returned within 15 days of replacement unit receipt. \*\* Upon receipt of failed unit

### For More Information

For more information about Remanufacturing and Exchange Services, contact your local authorized Allen-Bradley distributor or Rockwell Automation sales office, or visit: [www.rockwellautomation.com/repair](http://www.rockwellautomation.com/repair).

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[www.rockwellautomation.com](http://www.rockwellautomation.com)

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