

LISTEN.
THINK.
SOLVE.®

SERVICE & SUPPORT

Remanufacturing and Exchange Services

Your only source for factory-authorized repair of Allen-Bradley products

Reduce downtime, improve compatibility and extend equipment life with repair services you can trust

Reduction 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.

But 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 over 17 remanufacturing centers (all ISO 9000/14000 certified), eight exchange hubs, and 300 Sales & Support locations worldwide.

Our exclusive seven step remanufacturing process (see back) restores failed units to “like new” or better condition, extending the life of your equipment, while enhancing its performance and compatibility. Through this process you will:

- 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, eliminate compatibility problems)
- Operate equipment to specifications

You will also receive a 12 or 18 month (Advance Exchange only) warranty on the entire remanufactured unit, not just the replaced/ repaired components.

* 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.



Every Allen-Bradley® product (and selected Reliance Electric® and Entek® products) repaired through Rockwell Automation Remanufacturing and Exchange Services undergoes our comprehensive seven step remanufacturing process. From proprietary component replacement to firmware updates, quality is ensured at every step. Your complete satisfaction is also guaranteed because only Rockwell Automation:

- Is authorized to service Rockwell Automation OEM specified components
- Can track your new product warranty, potentially saving you thousands of dollars on unnecessary repair costs
- Invests in maintaining and updating the latest testing equipment each year
- Tests up to 1200HP drives
- Can upgrade firmware on Rockwell Automation products

To best meet your needs, Rockwell Automation offers three different levels of Remanufacturing and Exchange Services:

- **Remanufacturing Services (Standard)** – Your failed or malfunctioning product is sent through our seven step process and returned via normal shipping.
- **Advance Remanufacturing Services** — You are advanced a remanufactured product within 3-5 days. Return shipping costs are waived if the failed, non-warranty unit is sent back to us within 15 days.
- **Advance Exchange Services** — Obtain next day, morning delivery from over 15,000 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.

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

		Standard Remanufacturing	Advance Remanufacturing	Advance Exchange
Seven Step Remanufacturing Process	Receipt and Verification Warranty status verified, bar code assigned for easy tracking of repair history and order status.	X	X	X
	Revisions and Enhancement 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
	Component Verification/Replacement Suspected faulty components are tested, verified and replaced/rebuilt, if necessary, with Rockwell Automation specified quality components.	X	X	X
	Dynamic Functional Testing Dynamic functional testing is performed against current OEM specifications. Specialists determine operational status using dedicated test equipment including parametric testing.	X	X	X
	Environmental Testing Dynamic environmental testing identifies intermittent problems not readily apparent to prevent premature failures in the future.	X	X	X
	Final Quality Inspection Unit is cosmetically cleaned and visually inspected by Quality Control Inspectors for complete compliance to Rockwell Automation standards.	X	X	X
	Secure Shipping 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	X	
Return Shipping Time	2-3 weeks	3-5 days (80% of units are received in 72 hours)	10:30 a.m. next day	
Repair Warranty Period (entire unit)	12 months	12 months	18 months	
Inventory Carrying Costs Reduction	\$	\$\$\$	\$\$\$\$\$	

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

For More Information

For more information about Remanufacturing and Exchange Services, call 440-646-3434, contact your local authorized Allen-Bradley distributor or Rockwell Automation sales office or visit: www.rockwellautomation.com/services/repair.

For local sales & support contact information visit: <http://www.rockwellautomation.com/locations>

www.rockwellautomation.com

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