Remanufacturing & Exchange Services

Your source for factory-authorized repair on Allen-Bradley® products in China
Remanufacturing and Exchange Services
Your only source for factory-authorized repair on Allen-Bradley products

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.

The Rockwell Automation Remanufacturing and Exchange Services go far beyond other repair services. Every Allen-Bradley product remanufactured undergoes our proprietary remanufacturing process. To help ensure your complete satisfaction, we invest each year in maintaining and updating the latest testing equipment.

Benefits
• Restore failed units to “like new” condition with our proprietary remanufacturing process, extending the life of your equipment 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, eliminate compatibility problems)

Features
• Receive a 12-month warranty on the entire unit, not just the replaced/repaired components
• Ability to track your warranty, potentially saving you thousands of dollars on unnecessary billings
• Only 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.

Rockwell Automation offers two levels of Remanufacturing and Exchange Services:

<table>
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<tr>
<th>Standard Services</th>
<th>Priority Services</th>
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</thead>
<tbody>
<tr>
<td>Your failed or malfunctioning product is sent through our proprietary process and returned via normal shipping, within 2 to 3 weeks on average.</td>
<td>Obtain 48-hour shipping from more than 10,000 remanufactured Allen-Bradley catalog items inventoried at our regional parts hub. Emergency 24x7x365 service is also available.</td>
</tr>
</tbody>
</table>
Supported Allen-Bradley Products

Controllers
- SLC™ Logic controller
- ControlLogix® systems
- SMC™ Smart Motor Controllers (includes SMC Flex, SMC Dialog Plus & SMC -3)

Drives
- PowerFlex® 70 AC drives
- PowerFlex 700, 0-6 frame AC drives
- 1336 drives
- PowerFlex 400/400P AC drives
- PowerFlex 700H, 9-14 frame AC drives
- PowerFlex 700S, 9-14 frame AC drives
- PowerFlex 753 and PowerFlex 755 AC drives
- PowerFlex 4 and PowerFlex 40 AC drives

Motion Control
- Kinetix® 6000 multi-axis servo drives

Human Machine Interface (HMI)
- PanelView™ graphic terminal

A Nationwide Infrastructure for Remanufacturing

Customer Contact Information
Hot line: 400 620 6620 Toll Free
Email: racggrc@ra.rockwell.com
China Service & Support Hub Tel: + 8621 2893 3581

For more information, contact your local Rockwell Automation sales office or authorized Allen-Bradley distributor.
www.rockwellautomation.com/distributor

Quality Management System Certified by DNV
ISO 9001:2008
ISO 14001:2004
## Rockwell Automation Services & Support

**Global Support. Local Address. Peace of Mind.**

Providing the resources you need, when and where you need them, Rockwell Automation has an integrated, global network of ISO-certified repair centers, exchange hubs, field service professionals, IACET-recognized training centers, certified technical phone support centers and online tools.

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

### Meet Your Everyday Technical Needs

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<th>Online &amp; Phone Support</th>
<th>Training Services</th>
<th>OnSite Services</th>
<th>Repair Services</th>
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<tbody>
<tr>
<td>• System-level support</td>
<td>• Instructor-led and computer or</td>
<td>• Embedded engineering</td>
<td>• Product remanufacturing</td>
</tr>
<tr>
<td>• Unlimited, real-time support</td>
<td>web-based courses</td>
<td>• Preventive maintenance</td>
<td>• Repair services on</td>
</tr>
<tr>
<td>• Unlimited, online resources and tools</td>
<td>• Virtual classroom</td>
<td>• Migrations and conversions</td>
<td>non-Rockwell Automation brands</td>
</tr>
<tr>
<td>• Live chat and support forums</td>
<td>• Training assessments</td>
<td>• Start-up and commissioning</td>
<td>• Annual repair agreements</td>
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### Maximize Your Automation Investment

<table>
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<tr>
<th>MRO Asset Management</th>
<th>Lifecycle Extension &amp; Migrations</th>
<th>Network &amp; Security Services</th>
<th>Safety Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Warranty tracking</td>
<td>• Installed Base Evaluation™</td>
<td>• Control system lifecycle services</td>
<td>• Safety assessments and remediation</td>
</tr>
<tr>
<td>• Consolidated Asset reports</td>
<td>• Pinpoint obsolescence risk</td>
<td>• Manage network convergence</td>
<td>• Safety design, integration and</td>
</tr>
<tr>
<td>• Quick access to global spare parts inventory</td>
<td>• Tools and Lifecycle support service</td>
<td>• Security technology, policies and</td>
<td>validation services</td>
</tr>
<tr>
<td>• Owned and managed spare parts inventory</td>
<td>agreements to mitigate production risk</td>
<td>procedures services</td>
<td></td>
</tr>
</tbody>
</table>

Visit the Rockwell Automation Support Center, [http://rockwellautomation.custhelp.com/](http://rockwellautomation.custhelp.com/) for technical information and assistance, plus:

- View technical/application notes
- Obtain software patches
- Subscribe for product/service email notifications
- Submit a Question, Live Chat, Support Forums and more

Visit Get Support Now, [www.rockwellautomation.com/support](http://www.rockwellautomation.com/support) to select your country and find your local support information.

Follow ROKAutomation on Facebook & Twitter. Connect with us on LinkedIn.

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

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