Remanufacturing & Exchange Services

Your source for factory-authorized repair on Allen-Bradley® products in the South Pacific Region
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 comprehensive 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 Remanufacturing and Exchange Services: Ensuring Quality in Every Step

<table>
<thead>
<tr>
<th>Proprietary Remanufacturing Process</th>
<th>Economy Services</th>
<th>Priority Services</th>
</tr>
</thead>
</table>
| **Receipt and Verification**
  Warranty status verified, bar code assigned for easy tracking of repair history and order status. | 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 |
| **Component Verification/Replacement**
  Suspected faulty components are tested, verified and replaced/rebuilt, if necessary, with Rockwell Automation specified quality components. | 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 |
| **Environmental Testing**
  Dynamic environmental testing identifies intermittent problems not readily apparent to prevent premature failures in the future. | 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 |
| **Secure Shipping**
  Unit is placed in custom-engineered, anti-static bags and containers to help protect it against static discharge during shipment. | X | X |
| **Repair Warranty Period (entire unit)** | 12 Months | 12 Months |
| **Inventory Carrying Costs Reduction** | $ savings | $$$ savings |
Supported Allen-Bradley Products

Controllers
• ControlLogix® systems
• PLC-2®, PLC-3®, PLC-5® controllers
• SMC™ (includes SMC Dialog Plus, SMC-3, SMC Flex) controllers
• SLC™ 500 controllers

Human Machine Interfaces (HMI)
• Computers, monitors
• DataLiner™ display
• RediPANEL™ push button modules
• PanelView™, component series PanelView graphic terminals
• PanelView “E”, PanelView Plus CE graphic terminals
• VersaView® (Series A – only TWB), VersaView PC Industrial Computing
• Message displays

Drives
• PowerFlex® 70 AC drives
• PowerFlex 700 AC drives
• PowerFlex 700H AC drives
• PowerFlex 700S AC drives
• PowerFlex 753 AC drives
• PowerFlex 755 AC drives

I/Os
• FLEX™ I/O

Motion Control
• MP-Series™ servo motors
• N-Series motors
• Allen-Bradley H-Series brushless servo motor
• Kinetix® 7000, high-power servo drive
• F-Series motors (Electrocraft)

Other
• Enpac® 1250, Enpac 1500, Enpac 2500 Data Collectors

A Nationwide Infrastructure for Remanufacturing

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

CERTIFIED BY NCS INTERNATIONAL
QUALITY MANAGEMENT SYSTEM
ISO 9001:2008

Customer Contact Information
Australia
Tel: (61) 1800 762 593

New Zealand
Tel: (64) 0800 272 725
Email: ccare@ra.rockwell.com
# 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/go/services](http://www.rockwellautomation.com/go/services)

## Meet Your Everyday Technical Needs

<table>
<thead>
<tr>
<th>Remote Support &amp; Monitoring</th>
<th>Training Services</th>
<th>OnSite Services</th>
<th>Repair Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Real-time product, system and application-level support</td>
<td>• Instructor-led and computer or web-based courses</td>
<td>• Embedded engineering</td>
<td>• Product remanufacturing</td>
</tr>
<tr>
<td>• Unlimited online resources and tools</td>
<td>• Virtual classroom</td>
<td>• Preventive maintenance</td>
<td>• Repair services on a full range of industrial automation brands and products</td>
</tr>
<tr>
<td>• Live chat and support forums</td>
<td>• Training assessments</td>
<td>• Migrations and conversions</td>
<td>• Annual repair agreements</td>
</tr>
<tr>
<td>• Secure equipment monitoring, alarming and diagnostics</td>
<td>• Workstations and job aids</td>
<td>• Start-up and commissioning</td>
<td></td>
</tr>
</tbody>
</table>

## Maximize Your Automation Investment

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

Visit the Rockwell Automation Support Center at [www.rockwellautomation.com/knowledgebase](http://www.rockwellautomation.com/knowledgebase) 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 at [www.rockwellautomation.com/go/support](http://www.rockwellautomation.com/go/support) to select your country and find your local support information.

---

Allen-Bradley, ControlLogix, DataLiner, Enpac, FLEX, Kinetix, Installed Base Evaluation, LISTEN. THINK. SOLVE., M-Series, PanelView, PLC-2, PLC-3, PLC-5, Powerflex, RediPANEL, Rockwell Software, SLC, SMC and VersaView are trademarks of Rockwell Automation, Inc. Trademarks not belonging to Rockwell Automation are property of their respective companies.

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

---

**Power, Control and Information Solutions Headquarters**

American: Rockwell Automation, 1201 South Second Street, Milwaukee, WI 53204-2496 USA, Tel: (1) 414.382.2000, Fax: (1) 414.382.4444
Europe/Middle East/Africa: Rockwell Automation NV, Pegasus Park, De Klierlaan 12a, 1831 Diegem, Belgium, Tel: (32) 2 663 0600, Fax: (32) 2 663 0640
Asia Pacific: Rockwell Automation, Level 14, One Cyberport, 100 Cyberport Road, Hong Kong, Tel: (852) 2887 4788, Fax: (852) 2508 1846

Publication GMSR-BR002B-EN-P - October 2015
Supersedes Publication GMSR-BR002A-EN-P - July 2013

Copyright © 2015 Rockwell Automation, Inc. All Rights Reserved. Printed in USA.