

Enabling the Circular Economy: Industrial Automation Repair Services

SUSTAINABILITY

Q&A

For over 30 years, our Repair Services have provided an environmentally friendly option to purchasing new equipment. Our proprietary remanufacturing process restores Allen-Bradley® products to like-new or better condition and we provide comprehensive repair on assets from over 7,000 manufacturers.

What repair services are available?

We repair non-functional assets, from almost any manufacturer, to working condition. Our quality repair services perform a comprehensive process to inspect the unit, detect the point of failure, complete the required repair and execute operability tests to confirm quality.

Additionally, remanufacturing is an industrial product recovery process only available from the original manufacturer of the product. Our remanufacturing process returns Allen-Bradley products to like-new condition from a quality and performance perspective, with updated firmware and proactive replacement of aged and worn components.

What is the circular economy?

The circular economy is a model of production and consumption that involves reusing, repairing, refurbishing, and recycling an asset to maintain its useful value for as long as possible. It is a systems solution framework that encourages restorative or regenerative processes and activities to keep waste at a minimum.

Why are repair services important to enabling the circular economy?


Remanufacturing and repair prolong the life of assets by keeping them in use for as long as possible. Instead of discarding the item at the end of its perceived useful life, they extend the useful life of an asset by replacing damaged, worn-out, or non-efficient parts, in effect, reducing what would otherwise end up in landfills. Essentially, it is the process of reusing resources rather than manufacturing new products.

What repair capabilities does Rockwell Automation offer?

No matter who manufactured your automation equipment, we can repair it. Our 14 repair centers and eight exchange hubs support both active and discontinued products. We provide industrial repair services on 200,000 items from 7,000+ manufacturers and all equipment remanufactured by Rockwell Automation receives a minimum 12-month warranty on the entire unit.

What makes the repair process sustainable?

To move into a sustainable future, we must look for opportunities that help us use resources more efficiently. It is estimated by the **International Resource Panel** that remanufacturing preserves approximately 85% of energy expended and uses almost 90% fewer raw materials than production of the original product. E-waste represents 2% of solid waste streams but makes up 70% of hazardous waste that ends up in landfills. Our repair services help our customers reduce e-waste and meet their sustainability goals by lowering their environmental footprint.



How can I help my company be more sustainable through repair?

It is important to know the cost of repairing versus buying new. It is often a better value to fix what you have and consider how much you can save by repairing your assets. Additionally, you should always be checking if your part is still covered under a manufacturer's warranty or extended warranty. With a longer warranty period, you could be saving yourself future repair expenses.

Check the turnaround time for procurement. With supply chain issues, could a repair service be faster than waiting for the new product backlog to be fulfilled?

Repair might be your only (and best) option for your older, legacy components that are no longer manufactured. When modernizing isn't an option, or you don't have the opportunity to buy new, you're better off getting a quality remanufacturing service from the OEM. It can be risky to use gray market inventory that may not be certified, or have up-to-date software/firmware.

Consider your company's sustainability goals as a repair first strategy has added environmental benefits and can help you move the needle on your goals.

How can Rockwell Automation LifecycleIQ™ Services help?

Rockwell Automation offers many options for repair services including various contract options that can be used as a standalone service or included in a broader integrated service agreement. We also offer inventory management services and parts management agreements, as well as technical support and exchange services.

All of these services are intended to retain the value of your product to help increase economic and environmental sustainability and resilience. These value-retention processes (VRPs) are key activities in enabling a more circular economy.

Whether customers are looking to reduce costs, improve productivity, or get technical and business support — our LifecycleIQ™ Services business can provide the right solution.

We offer various contract options to help with quality remanufacturing and inventory support through Parts Management Agreements (PMA), Annual Repair Agreements, Storeroom Solutions, and Rockwell Automation® Asset Management Program™ (RAAMP®) contracts. We also offer more comprehensive service solutions, which include repair services through remote and on-site support. Along with Integrated Service Agreements, we can help customers tackle any size problem while simultaneously contributing to their sustainability goals.