

# Remanufacturing & Exchange Services

## A Level of Service Only an Industry Leader Can Provide

### Your Best Choice

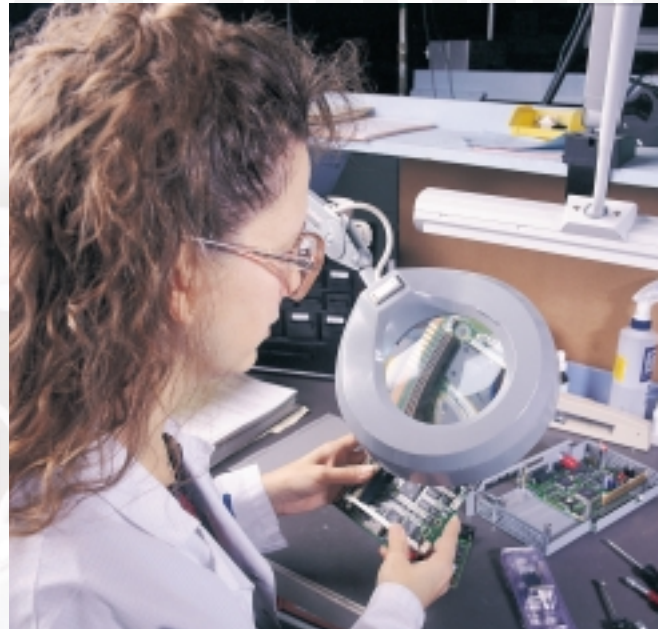
If your Reliance Electric or Allen-Bradley equipment ever needs repair, there's only one logical choice: Rockwell Automation. The same high quality parts, standards, and specifications used to manufacture our equipment applies to every Allen-Bradley or Reliance Electric product we remanufacture. No one else can remanufacture it to our quality standards. That is why we are your only authorized source for remanufacturing Rockwell Automation products.

We are also the only company with access to our current proprietary engineering specifications and revision levels. That means no one else has the ability to enhance the product life cycle of your Rockwell Automation equipment.

### More Resources

As an industry leader, we use leading-edge technology, advanced technical knowledge, and the highest standards to provide a dependable remanufacturing service and to help assure top performance of your Rockwell Automation equipment. With 90-plus years of experience and more than 300 sales/support locations worldwide, you can rely on us to meet your remanufacturing and exchange needs locally or around the globe. Our strategically-placed service parts HUBs offer you consistent world-class customer support and a rapid response time.

All modules sent to Rockwell Automation are remanufactured. This level of service is only performed by the original equipment manufacturer or their authorized representatives. This is the most thorough of the repair service options and entails built-in quality at every step.



### Built-in Quality at Every Step

We take a step-by-step approach to provide you with a remanufactured module that meets your expectations for traditional Rockwell Automation quality.

- **Receipt and Verification.** Catalog numbers, series, and revision levels are verified. The application of our bar code allows for easy tracking of repair history and order status.
- **Revisions and Enhancement.** Your module is cleaned, inspected, and updated to latest applicable hardware and copyrighted firmware revisions. This helps extend the life expectancy of your module and permits integration with our newer, more sophisticated products.



Bringing Together Leading Brands in Industrial Automation

- **Dynamic Functional Testing.** Specialized experts determine operational status using dedicated test equipment.
- **Component Verification/Replacement.** Suspect components are tested, verified or replaced with Rockwell Automation specified quality components.
- **Environmental Testing.** Modules undergo dynamic environmental testing to highlight intermittent problems not readily apparent, which aids in detecting premature failures.
- **Final Quality Control Inspection.** Modules are cosmetically cleaned and visually inspected by Quality Control Inspectors for complete compliance to Rockwell Automation standards.
- **Shipping.** Modules are placed in custom-engineered anti-static bags and containers to help protect them against static discharge during shipment.
- **Warranty.** Remanufactured and exchanged modules receive a 12-month warranty, or the balance of new product warranty, whichever is greater.

## Complete Reliability

The same high quality standards and specifications used to diagnose and manufacture Allen-Bradley or Reliance Electric products are applied to every remanufactured module to assure performance. Plus, our Statistical Quality Control tracks our products throughout their life cycles and gathers data during the remanufacturing process. This information is used to improve the design and remanufacturing specifications of all of our products, resulting in enhanced future product performance and extended product life.

Allen-Bradley and Reliance Electric are trademarks of Rockwell Automation.

## Reach us now at [www.rockwellautomation.com](http://www.rockwellautomation.com)

Wherever you need us, Rockwell Automation brings together leading brands in industrial automation including Allen-Bradley controls, Reliance Electric power transmission products, Dodge mechanical power transmission components, and Rockwell Software. Rockwell Automation's unique, flexible approach to helping customers achieve a competitive advantage is supported by thousands of authorized partners, distributors and system integrators around the world.

**Americas Headquarters,** 1201 South Second Street, Milwaukee, WI 53204, USA, Tel: (1) 414 382-2000, Fax: (1) 414 382-4444  
**European Headquarters SA/NV,** avenue Herrmann Debroux, 46, 1160 Brussels, Belgium, Tel: (32) 2 663 06 00, Fax: (32) 2 663 06 40  
**Asia Pacific Headquarters,** 27/F Citicorp Centre, 18 Whitfield Road, Causeway Bay, Hong Kong, Tel: (852) 2887 4788, Fax: (852) 2508 1846

## Comprehensive Exchange Program for Rapid Response

We're the only company that can offer a comprehensive exchange program for the products we remanufacture.

We offer:

- Over 15,000 catalog items backed by more than \$75 million (US) parts inventory
- A global network of service parts HUBs
- Emergency service available 24 hours-a-day, 365 days-a-year
- Next-day delivery
- A convenient price list.

## Your Only Authorized Source

For optimized availability and maximum overall equipment efficiency, turn to the only authorized source for quality remanufacturing and exchange of Rockwell Automation products. We have the technical product knowledge, the experience, and the resources to provide the service you need. And, we are firmly committed to extending the life of your equipment investment, while enhancing its performance and compatibility.

## For more information

If you would like to learn more about our Remanufacturing and Exchange Services, please contact your local Allen-Bradley or Reliance Electric Authorized Distributor, or Rockwell Automation Sales/Support office, or check our web site at [www.rockwellautomation.com/services](http://www.rockwellautomation.com/services).

