

# Remanufacturing Services

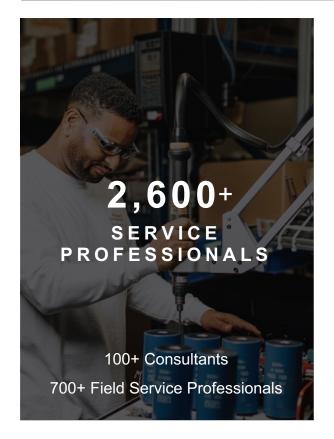
February 2020



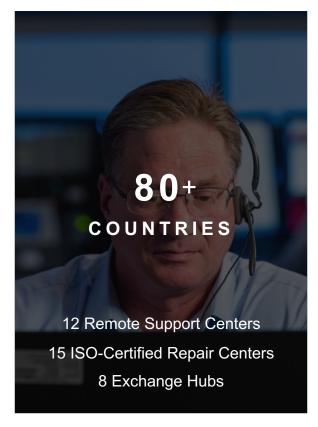
expanding human possibility<sup>™</sup>



### **Services Overview**





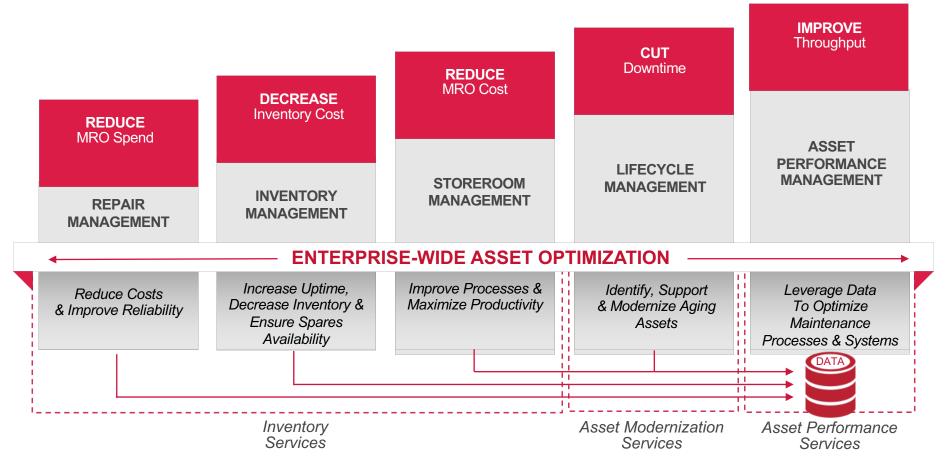




Providing **global support** with a **local address**Helping customers around the world **maximize productivity** and **minimize risks** 

## **Asset & Plant Optimization**

Improve Operational & Financial Performance... with data-driven services



THE POWER OF THE CONNECTED ENTERPRISE...



OEE
LESS DOWNTIME
MORE THROUGHPUT



RONA
HIGHER ASSET PRODUCTIVITY
LOWER COSTS

# **Common Maintenance and Repair Concerns**

- Need to manage targeted maintenance budgets
- Improve overall equipment effectiveness (OEE)
- Source discontinued replacement parts
- Longer Mean Time To Repair (MTTR)
- Reduce waste and meet corporate sustainability objectives



Rockwell Automation Remanufacturing & Exchange Service addresses common maintenance concerns



# Remanufacturing Service Levels



### **Competitive Differentiator**

- ✓ Revision updates
- ✓ OEM Specified components
- ✓ OEM Functional Testing
- ✓ New Product Warranty tracking and recovery

#### **Benefits**

- ✓ Approximately two weeks turnaround
- Customer/distributor incurs shipping costs to ship to remanufacturing center

Warranty

12 Months on entire unit

### Remanufacturing Service Levels





### **Competitive Differentiator**

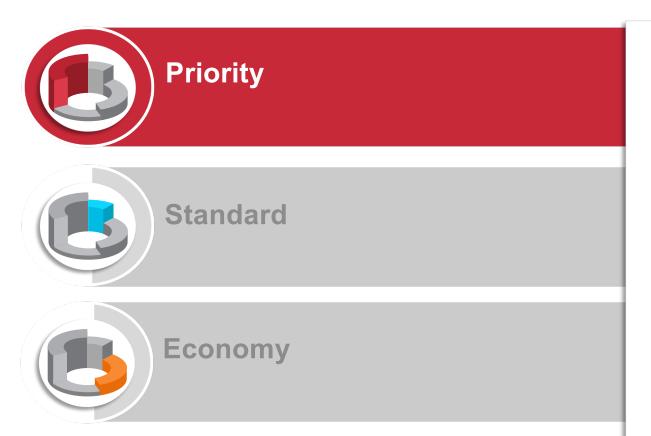
- Leverages exchange HUB inventory once core is received
- If no core is available at HUB, unit is moved to front of production

#### **Benefits**

✓ Typically 3-5 days after receipt at Remanufacturing Center Warranty

18 Months On entire unit

# Remanufacturing Service Levels



### **Competitive Differentiator**

- Leverages exchange HUB inventory
- √ \$100 million+ exchange inventory
- Strategically located exchange hubs globally
- ✓ 50,000+ products available

#### **Benefits**

- ✓ Next day shipping included
- Free return shipping of failed unit

Warranty



24 Months On entire unit

### **Proprietary Remanufacturing Process**



#### RECEIPT AND VERIFICATION

Your unit's catalog number, series and revision data is verified against its return authorization for warranty and product configuration.



Your unit is disassembled, cleaned and enhanced with the latest proprietary firmware and hardware updates from the original equipment manufacturer (OEM).



#### COMPONENT VERIFICATION/ REPLACEMENT

Individual components and subassemblies are inspected and tested to original design parameters. Inoperative components are replaced, and proactive measures are taken to replace marginal and aged components.



#### FUNCTIONAL AND LOAD TESTING

Trained technicians certify the full functionality of your unit using proprietary OEM test equipment to confirm that all performance and output load specifications are met.



### ENVIRONMENTAL SIMULATION

Cases such as intermittent inoperability may require more extreme testing methods. Your unit can undergo controlled environmental applications such as high temperature, shock and vibration or humidity testing.



#### FINAL QUALITY INSPECTION

A tracking record verifies all necessary operations have been completed. Quality Control Inspectors cosmetically clean and visually inspect the unit, and label it with the updated revision.



#### SECURE SHIPPING

Accessories such as keys, batteries and manuals are added and your unit is shipped back to you in customengineered, anti-static bags and containers.



As the manufacturer of Allen-Bradley® products, we are the only authorized service supplier of Rockwell Automation OEM-specified components.

**12** 

#### Month Warranty

Every remanufactured part receives a minimum 12- month\* comprehensive warranty on the entire unit, not just the replaced components.

\*Up to 24-month warranty depending on the region



#### Savings

Rockwell Automation tracks your new product warranties and can help save you thousands of dollars in repair costs, depending on your installed base.

**500** 

#### Products/day

Our remanufacturing facilities see approximately 500 products every day and our technicians have access to over \$50 million in available parts inventory.



### **Before and After Remanufacturing**

**Surveys show that** using non-authorized repair vendors can result in

3x the failure rate

compared to products remanufactured by **Rockwell Automation.** 

#### **BEFORE**



#### **AFTER**

- Our proprietary remanufacturing process extends equipment life and gets the unit back to you in like **new** condition.
- We update it with the **latest firmware**, implement engineering changes impacting safety, reliability or performance, and functionally test it to current manufacturing standards.
- Up to 50% less expensive option as compared to purchasing new.
- Same **one-year warranty** carried by new products.
- Provides the ability to track your warranty, potentially saving you thousands of dollars on unnecessary billing.
- Reduce inventory levels with **Priority Exchange** availability.



## **Reach your Maintenance Goals**

### **Challenges**

### **Solutions**

### Results

- Need to reduce maintenance costs
- · Discarding of damaged, non functioning parts inventory
- Access to discontinued parts
- Deliver cost savings

- Locally available replacement parts
- Advance exchange program
- Local recycling
- Original equipment manufacturer with access and inventory of current and discontinued parts
- Like-new condition
- Warranty tracking

- Reduce inventory level/expense and downtime
- Reduce carbon footprint
- Environmentally friendly
- Increase life of product and effectiveness
- Reduce mean time to repair (MTTR)
- Eliminate need to buy new
- Extend equipment life



### Rockwell Automation Remanufacturing at a glance

As the manufacturer of Allen-Bradley® products, we are the only authorized service supplier of Rockwell Automation **OEM-specified components** 

15 REMANUFACTURING **FACILITIES** 

**GLOBAL PARTS HUBs** 

SERVICE AVAILABLE

24x7x365 \$144 Million **REPAIR PARTS INVENTORY** 

SALES SUPPORT IN 80+ COUNTRIES | ISO CERTIFIED FACILITIES | USE OF OEM-SPECIFIED COMPONENTS





### Contact your local distributor or sales office

https://locator.rockwellautomation.com/SalesOffice/

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# Thank you





