

Repair+ service agreement

User Guide



Table of Contents

- Introduction 3
- Overview of Repair+..... 3
 - Summary of Outcomes 3
 - Overview of Entitlements 3
 - Repair Product Coverage 4
- Repair Process..... 6
 - Product Becomes Inoperative..... 6
 - Notify Rockwell Automation and/or Your Local Authorized Distributor 6
 - Repair+ service agreement applied 6
 - Repair Order Processed 6
 - Repair or Exchange Complete..... 7
 - Additional Information on Repair Service Level Options..... 7
- Adding Additional Funds to Repair+ Spend 8
- Repair+ Agreement Policies 8
- Overview of Installed Base Evaluation™ (Repair+ Inclusive only) 9
 - IBE Overview 9
 - Installed Base Evaluation Deliverables 9
 - Remediation..... 10
 - My Equipment Subscriptions (if applicable) 10
- How to Set Up Your Online Support Center and myRockwellAutomation Account..... 11
- Reporting and Analytics 11
 - How to Access Your Reports & Analytics 11
 - My Services 11
 - My Equipment (if included) 11
 - My Repairs 12
- How to Upgrade to Optional Services..... 12
- Useful Links 12

Introduction

A Repair+ service agreement simplifies your repair budgeting and streamlines your repair order process with Rockwell Automation. Rest assured that if an asset fails in production, you're covered and have the funds available to repair the unit and resume production. This User Guide contains important information about how to use your Repair+ service agreement, including coverage and how to initiate the repair process. Please review all components carefully to ensure you receive the maximum benefit from your agreement.

Overview of Repair+

Summary of Outcomes

With this agreement, you'll reduce overall repair spend and benefit from fixed, predictable billing. We've simplified the process, saving you the time and effort needed to complete individual financial transactions, with reduced costs due to added repair incentives available only to Repair+ customers.

When a product needs to be repaired, simply contact Rockwell Automation or your local Authorized Allen-Bradley® distributor to initiate the repair process. The cost of your repair will be covered by the Repair+ contract. See coverage for details.

Overview of Entitlements

There are two different Repair+ options available: Repair+ Spend or Repair+ Inclusive. Reference your service agreement for details.

Repair+ Spend	Repair+ Inclusive
<p>With a Repair+ Spend service agreement, your company has pre-determined your desired contract spend.</p> <p>Your contract Total Repair Value is the total funds available to you during your Repair+ agreement term to be used on repair services for the facility indicated on your contract.</p> <p>Repair+ repair dollars can be used to repair both Rockwell Automation and *non-Rockwell Automation electrical automation equipment.</p> <p><i>*Where regionally available</i></p>	<p>With a Repair+ Inclusive service agreement, all Rockwell Automation repair services are covered for the facility indicated on your contract.</p> <p>With this inclusive-style repair agreement, your entire site is covered.</p> <p>Repair+ Inclusive covers Rockwell Automation repairable products.</p> <p>Add-On Options (See your contract for details)</p> <ul style="list-style-type: none">• Options for Medium Voltage product coverage.• Options for funds dedicated for non-Rockwell Automation products that are repairable

Repair Product Coverage

Coverage is based on your Repair+ service agreement type – either Repair+ Spend or Repair+ Inclusive. Reference your Repair+ service agreement for full coverage details. Repair availability may vary by product, and by country.

Product Type	Repair+ Spend	Repair+ Inclusive
Rockwell Automation Product Repair & Exchange Services	Supported <ul style="list-style-type: none"> Covers the repair of all Rockwell Automation products deemed repairable. Covers all service levels for both repair and exchange services 	Supported <ul style="list-style-type: none"> Covers the repair of all Rockwell Automation products deemed repairable. Covers all service levels for both repair and exchange services
Active and Active Mature Rockwell Automation Repairable product	Supported	Supported
End of Life and Discontinued Rockwell Automation Repairable product	Limited Support <ul style="list-style-type: none"> Best effort, based on the ability to support the product Obsolete products that are no longer deemed repairable by Rockwell Automation are not included in this service. 	Limited Support <ul style="list-style-type: none"> Best effort, based on the ability to support the product Obsolete products that are no longer deemed repairable by Rockwell Automation are not included in this service.
Rockwell Automation Consumable (non-repairable) product	Not Supported Exception <ul style="list-style-type: none"> Where supported as part of Inventory+ Onsite Stock or Priority Replenishment Coverage 	Not Supported Exception <ul style="list-style-type: none"> Where supported as part of Inventory+ Onsite Stock or Priority Replenishment Coverage
Frame 5+ Drives Medium Voltage (MV) Motor Control Centers (MCC) Custom/ETO product	Supported: <ul style="list-style-type: none"> Frame 5+ drives supported by Economy Repair only MV, MCC supported at the repairable component level only ETO is best-effort support by Economy Repair only 	Supported: <ul style="list-style-type: none"> Frame 5+ drives supported by Economy Repair only MV (if option selected) and MCC supported at the repairable component level only ETO is best-effort support by Economy Repair only
Non-Rockwell Automation product (third-party)	Limited Support <ul style="list-style-type: none"> Covers the repair of Non-Rockwell Automation products that Rockwell Automation deems repairable. 	Not covered Exception: <ul style="list-style-type: none"> If Non-Rockwell Automation product Repair Spend option is selected.
Priority Exchange Late & Non-Return Fees	Covers any fees associated with a not-like-for-like exchange, late core return, and non-return of a core, if applicable. Fees will draw down from Repair Value funds.	Not covered. <ul style="list-style-type: none"> Any fees associated with a not-like-for-like exchange, late core return, and non-return of a core, if applicable, will be invoiced separately

Support for the Rockwell Automation repairable products is a key driver in improving a facility's productivity, however, some equipment is not included as part of the contract coverage or includes limited coverage. Product repair availability may vary by country and is subject to change. See your Repair+ service agreement for details.

Exclusions

Direct Replacement and New Hardware Purchases

- This agreement does not cover the purchase of direct replacement or new products.
- This agreement does not apply to potentially available upgrade programs.

Products Under Warranty

- Any unit covered under an existing warranty and submitted as a warranty repair shall be processed as a warranty claim. This will not apply to the Repair Value drawdown.
- **Exception, Warranty Expired or Void** - *In certain cases, Rockwell Automation may determine that transactions initially submitted as Warranty claims should be deemed Billable. This may occur if determined the unit was not the unit covered by warranty, the warranty has expired, the failure was due to customer negligence, etc. If this happens, Rockwell Automation will communicate that the transaction is Billable and advise on options to proceed or return the unit less repaired.*

Other

- **Product Deemed Not Repairable** - In the instance a product is inspected by Rockwell Automation and declared non-repairable to Rockwell Automation quality standards, the product may be returned-less-repaired, and charged accordingly.
- **Catastrophic Failure** - In the instance of a catastrophic failure where the entire unit needs replacing or the unit has damage that makes the unit non-repairable without replacing a majority of the product's internal components and/or where remanufacturing the unit does not adequately remove the reliability risk of the product not performing to specification, the product will not be covered under this agreement and is not eligible for priority exchange. New product will need to be purchased outside of this agreement.

Repair Process

To use your Repair+ entitlements, follow the below process to submit a Repair Order and either repair or exchange your unit. Reference the visual below.

Product Becomes Inoperative

- When a repairable product in your facility becomes inoperative, if covered under your Repair+ service agreement, follow these steps to initiate the repair process.
- For coverage details, refer to the Coverage section of your agreement or see above Repair Product Coverage.
- Note: If the inoperative unit is covered as part of an Inventory+ service agreement or Parts Management Agreement (PMA) and is included in your Rockwell Automation onsite stock, the spare part may be taken from the onsite stock to quickly resume production. See Inventory+ User Guide or PMA User Guide for details and continue to next steps.

Notify Rockwell Automation and/or Your Local Authorized Distributor

For North American Distribution Customers	For Latin America, Asia Pacific, EMEA region, and non-Distribution North American Customers
If your Repair+ service agreement is through an Authorized Allen-Bradley Distributor, contact Your Local Distributor to initiate the repair process.	Contact Rockwell Automation Customer Care to initiate the repair process.
<i>For additional support or questions on your Repair+ service agreement, contact your Local Distributor, Rockwell Automation Customer Success Manager, or Rockwell Automation Account Manager</i>	

Be prepared to provide the following information:

- Your company name
- Repair+ agreement number
- Information about the inoperative product including product type, catalog number, serial number, etc. If available, details regarding the cause of failure to aid in the repair process
- Choice of repair service level (see below)

Repair+ service agreement applied

- For Repair+ Spend, if funds are available, the cost of the repair will draw down from your Repair Value.
- For Repair+ Inclusive, the cost of the repair is covered as noted in your agreement Coverage.

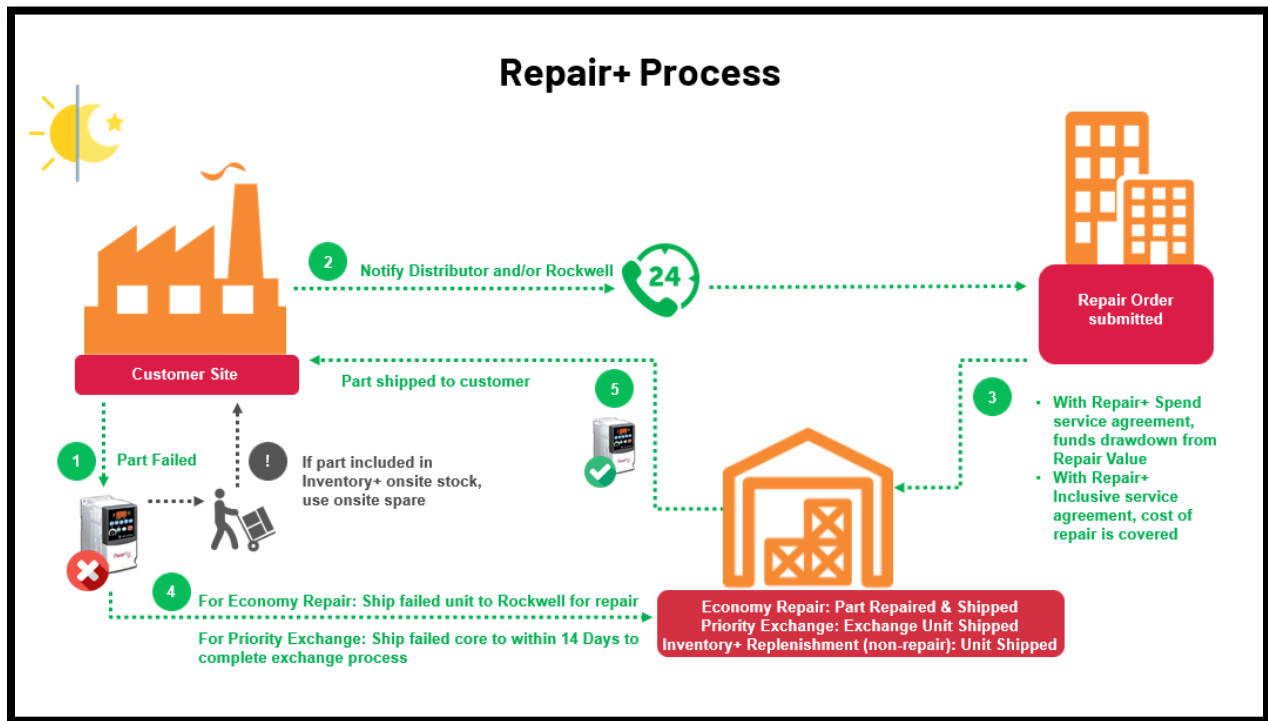
Repair Order Processed

- **For Economy Repair** – Send the inoperative unit to Rockwell Automation. Our Remanufacturing team will repair the product and ship it back to you once complete.

- **For Standard Repair** – Send the inoperative unit to Rockwell Automation. Upon receipt of the unit, if an exchange unit is available, an already-remanufactured unit will be shipped to you for faster service; if an exchange unit is not available, our Remanufacturing team will repair the product and ship it back to you once complete.
- **For Priority Exchange** – An already-remanufactured unit will be shipped to you in advance. You must ship the inoperative unit to Rockwell Automation within 14 days to complete the exchange process. Failure to return the part in a timely manner may result in late fees or non-return fees.
- **For Non-Rockwell Automation Product Repair** – Send inoperative unit to Rockwell Automation. Our Remanufacturing team will repair the product and ship it back to you once complete.

Repair or Exchange Complete

- Upon completion of the remanufacture /repair, the unit will be returned as directed and a no-charge invoice will be generated.



Additional Information on Repair Service Level Options

Service level availability may vary by product and by country. Contact your local Authorized Distributor or Rockwell Automation Customer Care for product availability.

Economy Repair

Your inoperative Rockwell Automation repairable product is sent to one of our Repair Centers for remanufacturing. This process takes a used piece of equipment to “like new” or better condition by following a 7-step quality remanufacturing process to extend the life of the equipment.

Standard Repair (select products in the U.S. and U.K. only)

This follows the same remanufacturing process as our Economy Repair services, but with faster delivery. Your inoperative Rockwell Automation repairable product is sent to one of our Repair Centers for remanufacturing. This process takes a used piece of equipment to “like new” or better condition by following a 7-step quality remanufacturing process to extend the life of the equipment.

Priority Exchange

This is an exchange process. Rockwell Automation will ship you an already-remanufactured unit, which may be delivered as quickly as the next business day, based on regional delivery times. A pre-paid shipping label will be included in this service for you to return your inoperative unit to Rockwell Automation within 14 days of us shipping the exchange unit. Inoperative units, also known as a “core”, must be returned to Rockwell Automation within 14 days of receipt of exchange module. If not returned, a late fee or non-return fee will apply.

Non-Rockwell Automation Repair

All non-Rockwell Automation products utilize a quality repair process to return them to operating condition. Exchange services are not available.

Adding Additional Funds to Repair+ Spend

If all available Repair Value is used, you have the option to either expand the contract Repair Value or to have subsequent repair services processed as standalone transactions outside of this agreement.

- **If choosing to add additional funds** - Additional Scope of Work (SOW) may be purchased with a modified Purchase Order or a new Purchase Order. All additional SOWs will have the same billing cycle as the existing contract unless requested otherwise.
- **If choosing NOT to add additional funds** - If applicable, an invoice will be sent for any overage beyond the Repair Value. Subsequent repair services will be processed as standalone transactions, billed at the individual standard repair prices.

Repair+ Agreement Policies

Terms: For full agreement terms, reference your Repair+ service agreement

Renewal and Cancellation: For renewal and cancellation options, reference your Repair+ service agreement.

Overview of Installed Base Evaluation™ (Repair+ Inclusive only)

IBE Overview

An Installed Base Evaluation™ (IBE® Service) is required with a Repair+ Inclusive service agreement to better understand the size and product types in production in your facility and right-size your contract support.

An Installed Base Evaluation™ (IBE® Service) will begin with Rockwell Automation collecting and documenting details regarding installed equipment, storeroom inventory and condition, panel condition, environmental condition, wiring/grounding condition, and ventilation condition. The Installed Base Evaluation may include the following data collection:

- Installed equipment
- Spares and stash inventory (if included)
- Plant operating hours
- Environmental conditions: grounding, wiring, ventilation, and possible corrosive conditions, etc.

Installed Base Evaluation Deliverables

Rockwell Automation will provide an executive summary that will include ranking and prioritization of tasks from all evaluations, with more detailed rankings within each individual evaluation report. This report will be presented to the customer with one review cycle. The IBE provides the following:

- Review and categorization of inventory focusing on quantifying four major categories of inventory:
 - Active: Necessary to support installed process equipment
 - Inactive: "Obsolete" inventory not required to support the process
 - Excess Active: Active, but overstocked inventory
 - Stash: Valuable inventory throughout the plant that is not recorded or visible to the inventory system
- Review and categorization of the lifecycle to provide the information, analysis, and recommendations needed to mitigate the risk of aging assets and help protect the investments made in the automation infrastructure:
 - **Active (Green):** Most current offering within a product category
 - **Active Mature (Light Green):** The product is fully supported, but a new product exists. Gain value by migrating.
 - **End of Life (Yellow):** Discontinued date announced; actively execute migrations and last-time buys.
 - **Discontinued (Red):** New product no longer manufactured/procured; repair/exchange services may be available.
- Environmental conditions: grounding, wiring, possible corrosive conditions, ventilation, etc.
- Recommended Spares Report
- Rockwell Automation inventory analysis
- Non-Rockwell Automation Installed Base (if applicable) to provide a listing of installed third-party products.

- Detailed installation by location that includes part number and quantity in each location.

Remediation

Remediation is not included in the scope of supply.

My Equipment Subscriptions (if applicable)

A subscription to My Equipment may optionally be included with the purchase of a Repair+ service agreement. Access to the My Equipment application makes it simple to regularly view dashboards and reports, perform analysis, and evaluate the risk within the installed base.

Access to My Equipment is an enhancement to the [myRockwellAutomation](#) digital experience.

A subscription to My Equipment includes:

- Interactive asset inventory reports and dashboards of all Installed Base Evaluation data and recommendations
- Enterprise-level reporting and charts
- Comprehensive obsolescence risk analysis
- Filterable physical hierarchy
- User-intuitive design to simplify decision-making
- Single sign-on with Knowledgebase existing account information
- Access to delegated administrator feature to enable simple sharing across your team
- Ongoing features as they are added to the My Equipment subscription service over the term of the contract

For new contracts, the My Equipment subscription shall commence upon issuance of the Installed Base Evaluation report. For renewals, the My Equipment subscription will commence upon receipt of the purchase order and at the beginning of the stated contract term.

How to Set Up Your Online Support Center and myRockwellAutomation Account

Creating an account will give you access to our Online Support Center and myRockwellAutomation, which includes: My Services, My Equipment, and My Repairs. Follow these steps to do so:

1. Navigate to [myRockwellAutomation](#)
2. Click on "Sign In"
3. Click on "Create an Account"
4. Enter your information into the form
5. To finish creating an account, you need to confirm that you own the email address that you used to create the account. To confirm your email address, click or tap the link in the email you received when you created the account.

Note: Please confirm your email account as soon as possible, as you will not be able to access your account until you confirm your email address or mobile number. In addition, the email verification link will expire within 14 calendar days and the account will be removed.

If you have any further questions about creating an account, and/or if you're looking for account support tips, visit our [Account Support Center](#).

Reporting and Analytics

To provide better visibility of agreement engagements and usage, your Repair+ service agreement provides you access to data and information pertinent to your agreement via the myRockwellAutomation portal. Included within this site are applications that will include information on your site's specific agreement details, agreement usage, information on your installed base and the status of repairs.

How to Access Your Reports & Analytics

1. Visit [myRockwellAutomation](#)
2. Navigate to the desired section

My Services

Under the My Services application of the myRockwellAutomation portal, customers will be able to sign up for access using the authorization number provided to them upon agreement initiation and provided in their welcome email. My Services will provide customer information regarding their current agreements including what coverage levels have been selected as well as the status of these agreements including start and end dates.

My Services will also include all customer remote support ticket interactions for the entire site. This information will include all ticket numbers and notes from those interactions and will be sortable via different filters.

[Access My Services Now](#)

My Equipment (if included)

The My Equipment application of myRockwellAutomation, if included with your Repair+ service agreement, is a deliverable with the Installed Base Evaluation portion of this agreement.

[Access My Equipment Now](#)

My Repairs

The My Repairs application of myRockwellAutomation is where a customer can access specific repair transactions and get details regarding the status of these repairs.

[Access My Repairs Now](#)

How to Upgrade to Optional Services

For additional information or to upgrade or add additional services, contact [Your Local Distributor](#) or Rockwell Automation representative to discuss your needs and options.

Useful Links

[Find Your Allen-Bradley® Authorized Distributor or Sales Office](#)





[Knowledgebase and Online Support Center](#)

[Contact Customer Care](#)

[Direct Dial Guide](#)

[myRockwellAutomation](#)

[Rockwell Automation Website](#)

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