

BROOKS[®]
INSTRUMENT

Beyond Measure



Service & Support

For Biopharmaceuticals & Life Sciences



Trusted Products, Expert Services

- Decades of experience
- All repairs performed with new factory-certified parts
- 12-month warranty on all repair services
- Device returned to “like new” condition
- Experts in instrument calibration services with complete compliance documentation packages
- Global service center locations
- Enable capital automation upgrades via digital protocols



Field Calibration

Field Service Engineers can calibrate your equipment on-site to help you decrease system downtime

- Minor repairs and adjustments can be made in the field by our factory-trained field calibrators to avoid sending a device to the factory.
- Reference Standards used for field calibrations are tightly controlled by a team of Brooks Instrument metrologists ensuring they are always accurate.
- As-found/As-left calibration data is supplied for all devices.
- Factory certified software ensures compatibility across all your devices.
- Statement of NIST or ICC Traceability available.

Training Services

Factory, On-site or Virtual

- Training can be tailored to your needs such as beginner-level, expert-level, or product-specific classes.
- On-site trainings are performed at your venue, fully customized to meet your specific needs and requirements.
- Factory training courses are conducted in Brooks Instrument’s designated training lab utilizing our specialized equipment setups (factory tour included).
- Virtual trainings also utilize factory setups for interactive short courses that include MFC101 and BEST Pro options.

Startup Services

Field Service Engineers have years of system knowledge to get you up and running on-time.

- Experts available to help meet/exceed your startup and installation schedules.
- Unexpected issues can be resolved quickly:
 - Device Control/Tuning Issues/Device Leaks
 - Configuration Issues/Concerns
 - General Device and System Troubleshooting

“The steadfast support of the Brooks Instrument Technical Service team has allowed us to continue manufacturing COVID-19 vaccines without interruption. We are grateful for their committed service during this trying time.”

Metrology Supervisor, Biotech Company

Need Help?

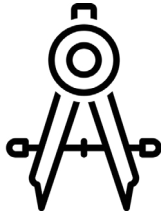
Brooks Instrument has experienced technical support staff with in-depth flow control knowledge, strong electrical and mechanical engineering backgrounds, and a thorough understanding of control systems in the biotech space. Let us assist you with your service and installation needs.

Standard Factory Service Offerings

Brooks Instrument offers a suite of services performed in our factory-based Service Centers.

Calibration Service Recommendations

All instrumentation and process equipment are subject to wear and tear over time from their environment. Brooks recommends periodic calibration checks or recalibration to ensure your mass flow controllers are always running in accordance with typical metrology plans and guidelines.



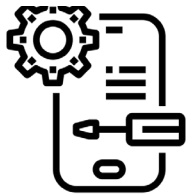
Calibration

Recalibration using genuine methods and equipment as utilized in factory production



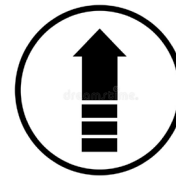
Reconfiguration

Adjustment of process conditions to allow existing devices to be repurposed for new applications



Repair

Reconstruction and reconditioning of damaged devices to “like new” condition



Upgrades

Enhancement of outdated devices to current model revisions including more advanced digital protocols

Field Service Contracts

- Includes fixed number of on-site visits by our factory-trained service engineers
- Discounted pricing on factory repair services for instruments that cannot be serviced in the field

Factory Service Contracts

- Includes fixed number of devices returned to Brooks Instrument Service Centers
- Discounted pricing on additional devices needing services that are not included in the contract
- Discounted pricing on training and onsite services including field calibration, start-up support and troubleshooting services

Service Contracts

We offer regional and global service contracts to satisfy your repair and recalibration needs. Many of the world's leading biotech firms are already benefitting from the convenience and reliability of a service contract with Brooks Instrument.

All service contracts include discounted pricing on services and spare parts as well as priority scheduling and turnaround time.

All Inclusive Contracts (Best Pricing Option)

- Includes fixed number of visits and number of devices returned to Brooks Instrument Service Centers
- Discounted pricing on all additional services not included in the contract

Certificates and Optional Services*

Certifications	Optional Services
2.1 Material Certificates	As-Found calibration check
NIST/ICC Calibration Traceability	Clean for O ₂ Service
17025 Certifications	Pressure Testing
Elastomer Cure Date Certificate	
FDA/USP Class VI/ADI-Free Certificate	

*Including but not limited to those listed

Products Serviced



SLA5800 Series:
SLA Series *Biotech*
Revision B
Revision A
Analog
S-Series



5800 Series



SLAMf Series:
SLA Series *Biotech*
Revision B
Revision A
Analog
S-Series



GF40/GF80 Series



Quantim® Series



Sho-Rate™ Series
1350,1355



XacTorr Series

SLA Series *Biotech* Package Upgrades

- Upgrade your legacy SLA Series (Revision A) or standard SLA Series (Revision B) MFCs to the Performance or Premium package. Receive all the benefits of our industry-leading SLA Series *Biotech* device, while minimizing waste and reducing expenses.
- Improve the performance of your instrument with a cost-effective upgrade performed by our factory-certified service experts.

Why Upgrade?

Our next generation MFCs include advanced diagnostic capabilities, improve utilization and utility on the system, and offer improved turn-down, noise levels, and accuracy compared to our legacy devices.

- Eliminate the risks of requiring obsolete components for repairs of outdated devices in emergency situations.

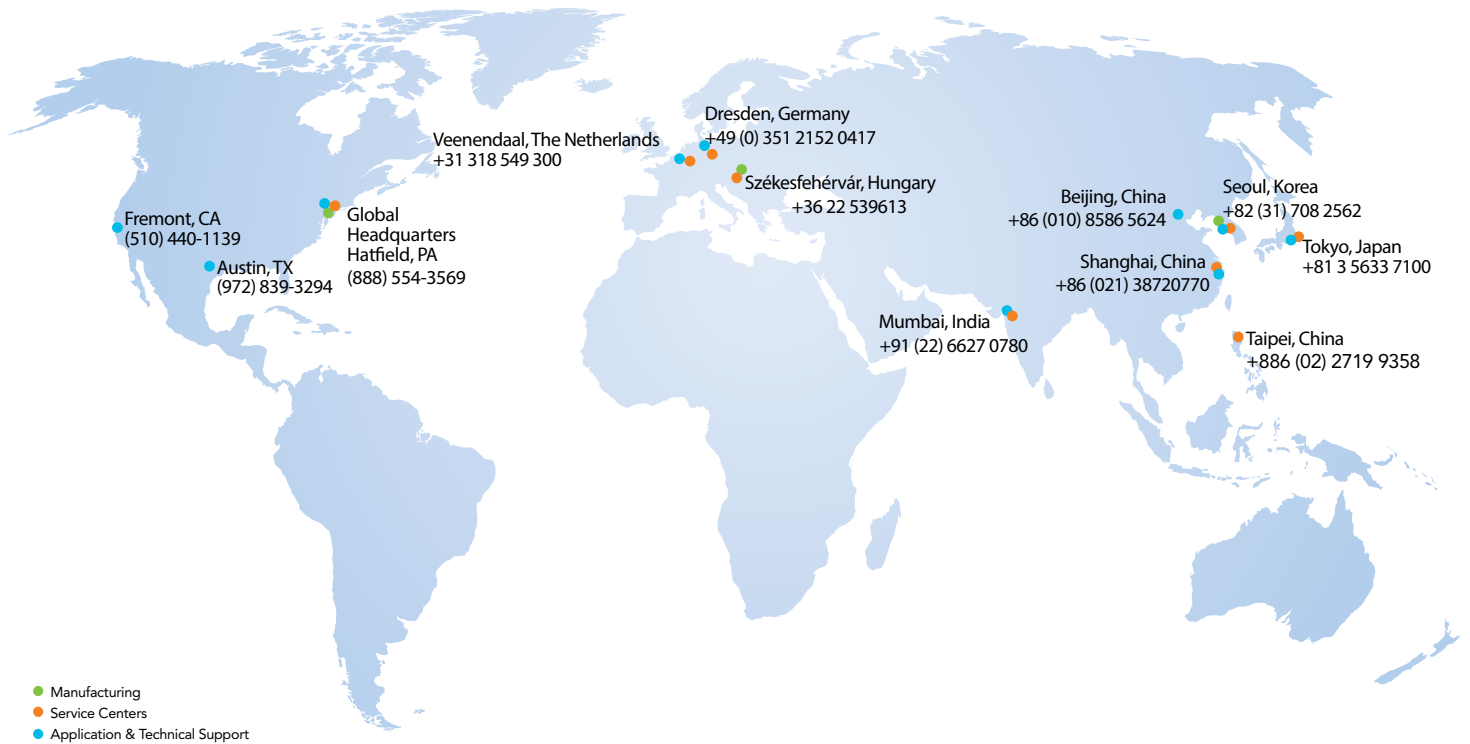
SLA Series *Biotech* Options Packages: Performance or Premium

		SLA5800 & SLAMf Series Legacy	SLA5800 & SLAMf Series Standard	SLA5800 & SLAMf Series <i>Biotech Performance</i> *	SLA5800 & SLAMf Series <i>Biotech Premium</i> *
Zero Stability	±0.20% FS per year	✓	✓	✓	✓
Accuracy	±0.9% of SP (20-100% FS)	✓	✓	✓	✓
Repeatability	0.20% SP		✓	✓	✓
Advanced Diagnostics	Ensures device is operating within user specified limits for high process yield uptime.		✓	✓	✓
Analog & Digital I/O	DeviceNet , EtherCAT , EtherNet/IP FOUNDATION Fieldbus, Profibus, PROFINET, RS-485		✓	✓	✓
High Turndown Ratio	• 250:1 FS flow rates 5 sccm -150 slpm • 150:1 all other FS flow rates			✓	✓
Extremely Low Leak Rate Valve	• 0.005 sccm for < 150 slpm • 15.6 sccm for > 150 slpm			✓	✓
Enhanced Sensor Design	Meets industry standards for cleanliness			✓	✓
Pre-calibrated Multi-gas Pages	Air, CO ₂ , N ₂ , O ₂ gas pages can be changed in situ to reduce the variety of spare instruments stocked			✓	✓
Class VI Elastomers	USP, FDA, ADI-free Class VI O-rings & Valve Seats				✓
Certifications	• 2.1 Material Certifications • NIST/ICC Calibration Traceability				✓

* Optional upgrade to digital protocols included

* Optional CO₂ actual gas calibration for an additional fee

Global Service Center Locations



Service Advantage

Brooks Instrument products are recognized as the most stable and reliable in the world. To keep your products operating at the highest level of accuracy and extend their life, your best choice is to trust Brooks Instrument Factory Certified Service repair and recalibration offerings.



Only Brooks Instrument Factory Certified Service ensures that your Brooks Instrument flow, pressure, vapor and vacuum products are serviced utilizing the same metrology standards, work instructions, equipment and custom software as our manufacturing processes — by expert technicians trained exclusively on servicing Brooks products.

Our global service center network offers fast turnaround on repair and recalibration requests.

Visit us: BrooksInstrument.com/service-support

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