



**BROOKS**  
INSTRUMENT

*Beyond Measure*

## Factory Service

### Performance You Can Rely On





Brooks Instrument products are engineered for precision, durability, and exceptional performance across countless industries. Backed by decades of innovation and field-proven reliability, our devices deliver consistent results you can count on.

To ensure every instrument maintains optimal performance throughout its lifecycle, Brooks offers world-class Factory Service—designed to protect your investment and maximize uptime.

## Comprehensive Service Offerings

At Brooks Factory Service Centers, we provide a full suite of care for your devices:

Service Levels	Mass Flow, Pressure, & Vacuum	Variable Area Flowmeters	Simplified Pricing
<b>Level 1: Recalibration</b> Ensure measurement accuracy and regulatory compliance	Recertification of calibration <b>only</b>	Recertification of calibration <b>only</b>	\$
<b>Level 2*: Reconfiguration</b> Adapt devices to changing process needs	Clean with tear down, recondition, reconfigure (as required), and recertification of calibration	Clean, recertification of calibration, replacement of basic parts as needed (seals, o-rings, fasteners)	\$\$
<b>Level 3: Repair or Upgrade</b> Restore peak performance and extend device life, or upgrade to enhance device capabilities	Clean (as required), repair, rebuild, and recertification of calibration	Clean (as required), repair, rebuild, reconfigure (as required), and recertification of calibration	\$\$\$
<b>Additional Services</b>	NIST, ICC, ISO 17025 Calibration Certificates, Material Certificates, Certificate of Conformance, As Found Reports, Hazardous Material Cleaning, Custom Gas Calibrations, Failure Analysis Reports		

\*Additional fees apply.

## Preventative Maintenance Plans

Stay ahead of costly disruptions with proactive calibration planning. We partner with you to develop customized Preventative Maintenance Plans (PMPs) that ensure devices remain precisely calibrated and fully compliant with industry standards.

### Benefits at a Glance:

- Maintain **optimal device performance** through regular, scheduled calibration
- Ensure **regulatory compliance** with standards like ISO 17025 and FDA guidelines
- Plan maintenance **in advance** to avoid unexpected downtime
- Work collaboratively with Brooks to align support with your operational goals

# MFC Upgrades — Maximize Performance, Minimize Cost

Why invest in new equipment when your existing devices can be upgraded to meet the highest standards of functionality and compliance? Brooks Instrument offers intelligent upgrade pathways that enhance accuracy, utility, and longevity—at a fraction of the cost of replacing devices.

## Legacy Device Upgrades

Save 30-40% Compared to Buying New Equipment



**A** 5800-E & I, 5800-S,  
MF-S, SLA5800,  
SLAMF Revision A

**B** **SLA5800, SLAMF Revision B**  
Standard  
Biotech Performance Package  
Biotech Premium Package

**C** **SLA5800, SLAMF Revision B**  
Standard

**D** **Biotech SLA5800,  
SLAMF Revision B**  
Biotech Performance Package  
Biotech Premium Package



**E** Quantim® QMB

**F** Quantim® QMC



### 12-Month Warranty

All service work is guaranteed with a full 12-month service warranty for peace of mind

### 'Like New' Value

Receive "like new" performance at a fraction of the cost of replacement



### Certified Repairs

Repairs use only brand-new components that meet Brooks production specifications



### Consistent Metrology

Your device is serviced using the same precision calibration systems and standards as our manufacturing process



### Certifications & Approvals

Every serviced instrument carries the same approvals and documentation as our new products



### Expert Technicians

Your instrument is in the hands of factory-certified engineers and service professionals

# Global Service Center Locations



Self-service RMA portal for quick  
and easy service requests

## Connect with Brooks Factory Service

Whether you're looking to upgrade, planning preventative maintenance, or have questions for the Brooks Instrument Service team, we're here to help. Our expert team is ready to tailor solutions that fit your process, your goals, and your timeline.

No matter where you are, expert support is within reach. Brooks Factory Service Centers are strategically located to offer quick turnaround and responsive service.

Visit us: [BrooksInstrument.com/service-support](https://BrooksInstrument.com/service-support)



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