

# ES&E CHAMP Service

An Asset Management Solution

## Customer Benefits

Rockwell Automation and ES&E now offer a CHannel Asset Management Program (CHAMP) with ES&E providing the Asset Management Professional.

This Asset Management Professional collaborates with your team to manage your repair process, improve reliability, and reduce inventory and obsolescence risk.

By implementing a CHAMP program, you will have access to a one year in-service warranty (extended warranty available) and monthly transactional and financial reports on all assets. These reports include warranty and asset tracking, Mean Time Between Failure (MTBF) and ROI reporting.

## Ask Yourself

- ? How do you handle product failures and repairs?
- ? What criteria do you use to make a repair decision?
- ? Do you have a system to track warranty on repaired items?
- ? Do you have a program in place to drive better MTR & MTBF?
- ? How do you source obsolete replacement parts?



Surveys show that using non-authorized repair vendors can result in 3x the failure rate compared to products remanufactured by Rockwell Automation.



ELECTRIC SUPPLY & EQUIPMENT CO.

# Remanufacturing Service Levels

## Economy Services

Your unit is sent through our proprietary process and returned to you typically within 2-3 weeks of the product being received. The entire unit has a 12 month comprehensive warranty.

## Standard Services

After your unit is received at our depot, an exchange unit will be dispatched within 24 hours via standard ground shipment. If no exchange unit is available, in most cases your unit will be remanufactured and shipped within 5 days. All Standard transactions are expedited and prioritized to the front of our production schedule. The entire unit has an 18-month comprehensive warranty.

## Priority Services

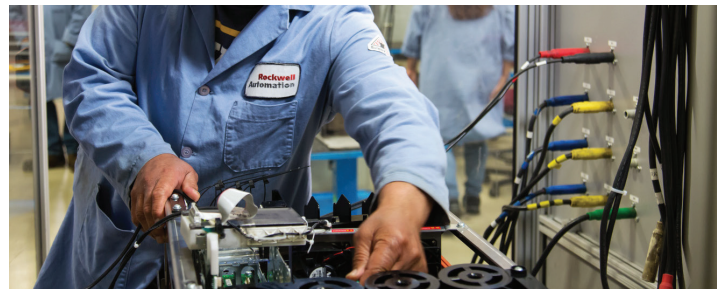
The entire unit has a 24 month comprehensive warranty, but you can obtain rush delivery of a proactive replacement for exchange from over 50,000 remanufactured Allen-Bradley catalog items inventoried at our global parts hubs. For products that are not deemed heavyweight by the shipping company, return shipping costs are covered when the non-warranty unit is returned within 15 days.

**All managed locally by your ES&E Asset Management Professional.**

# The Impact of Asset Management (CHAMP) Programs

## Minimizing Risk - Maximizing Productivity

- 1 Our proprietary remanufacturing process extends equipment life and gets the unit back to you in like new or better condition.
- 2 We update it with the latest firmware, implement engineering changes impacting safety, reliability or performance, and functionally test it to current manufacturing standards. Only OEM's can do this.
- 3 Up to 50% less expensive option as compared to purchasing new.
- 4 Same one-year warranty carried by new products.
- 5 Provides the ability to track your warranty, potentially saving you thousands of dollars on unnecessary billing.
- 6 Reduce inventory levels with Priority Exchange availability- obtain next day delivery on over 50,000 remanufactured Allen-Bradley catalog items



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**Authorized  
Service Provider**

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