



Service & Repair Process

| RAN | RETURN | EVALUATION | SERVICE |
|---|---|---|---|
| Request return authorisation on website or by mail to info@ or by phone | Return the unit to address below. RMA No. shown on return dockets Unit will be checked within 5 work days | Disassembly and cleaning for evaluation. An evaluation charge applies which will be credited when repair ordered. Cost estimation for repair mailed | Mail order for repair or scrap of the unit. No repair: the unit will be scrapped or returned and evaluation fee invoiced. |
| info@actuator-repair.eu +49(0)6128 85373-0 | 1.Servo Drive Technology GmbH Ziegelhuettenweg 4 D-65232 Taunusstein | Cost estimation recommndation | info@actuator-repair.eu |

Service & Repair Prices

| Tritex | GSM / GSX / GS | FT / FTX / K | SLM / SLG |
|--------|----------------|--------------|-----------|
|--------|----------------|--------------|-----------|

| Evaluation | Deliverable | Terms / Exclusions | Notes |
|--|---|---|--|
| Warranty & Cost Evaluation Includes Basic Evaluation + mechanical tear-down + cleaning and inspection of internal components | Evaluation report Cost estimation, Parts - Labour Warranty / Non warranty Repair - Exchange - Replacement | Description of failed components and probable cause of failure by observation and information provided by the customer with RGA | |
| Failure Analysis by EU repair center Evaluation additionally by application engineering to identify sizing and application cause of failure | Application Evaluation report Possible causes in the application and solution proposal for improvements | Cost estimation by an hourly rate Adder to Warranty & Cost Evaluation | Intended for situations where regular failures occur in short cycles. Probable cause of failure to adoptions to prevent future failures. |
| Root Cause Failure Analysis by Factory Includes Full Diagnostic Evaluation + engineering / quality analysis to determine root cause of failure | * Fully detailed root cause failure analysis report, including root cause of failure and recommendations to prevent future failures | * Quoted as an hourly rate, with minimum and maximum (not to exceed) limits, on a case-by-case basis | * Scope of analysis will be negotiated with, and approved by, end customer prior to acceptance of order. |

| Repair & Service | Deliverable | Terms / Exclusions | Notes |
|---|--|--|--|
| Routine Maintenance (Includes Basic Evaluation + cleaning and inspecting of internal components + replacement of normal wear items) | Basic evaluation checklist (pass / fail) Routine maintenance including cleaning and relubrication of internal components and replacement of normal wear items | * "Normal wear items" include: - Shaft seals, bushings - Bearings, Gaskets, o-rings - Lubrication | * Intended to provide proactive routine maintenance, as recommended by the factory, to provide maximum performance and life from the unit |
| Full Factory Refurbishment - Integrated Products (GSX/M, Tritex II) (Includes Routine Maintenance + replacement of worn or damaged components - exclusions apply) | Basic diagnostic evaluation checklist (pass / fail) * Refurbish unit to "like new" factory specifications | * Factory Refurbishment covers replacement of either the roller screw assembly, if necessary, or the case/stator assembly. * Factory reserves the discretionary right to exclude certain custom configurations from package offer | * If both the roller screw and the case/stator need replacing, the unit will be considered "uneconomical to repair". * Units will be refurbished to current engineering drawing Rev Level |
| Full Factory Refurbishment - Universal Products (FTX, FT, K, I) (Includes Routine Maintenance + replacement of worn or damaged components - exclusions apply) | * Basic diagnostic evaluation checklist (pass / fail) * Refurbish unit to "like new" factory specifications | * Factory Refurbishment covers replacement of either the roller screw assembly, if necessary, or the main rod and case assembly. * Factory reserves the discretionary right to exclude certain custom configurations from package offer | * If both the roller screw and the main rod need replacing, the unit will be considered "uneconomical to repair". * Units will be refurbished to current engineering drawing Rev Level |

| Mounting & Reconfiguration | Deliverable | Terms / Exclusions | Notes |
|--|--|--|--|
| Reconfiguration Change configuration to add, change or delete features. | * Reconfiguration of design to accommodate requested feature * Assignment of new part number * Rebuilding of unit to match specifications of new part number | * Not all reconfiguration requests are possible or feasible * Factory reserves the right of refusal on all reconfiguration requests | * Units must be less than 2 years old to be considered for reconfiguration |
| Mounting & System configuration Mounting of Motor and gear box to K-, FT- and FTX series System configuration with amplifier and cables for all actuators | * Reconfiguration of design to accommodate requested feature * Assignment of new part number * Rebuilding of unit to match specifications of new part number | * Not all reconfiguration requests are possible or feasible * Factory reserves the right of refusal on all reconfiguration requests | * Units must be less than 2 years old to be considered for reconfiguration |

ADDITIONAL TERMS / EXCLUSIONS

- * All units returned for evaluation (Basic or Full Diagnostic) will be returned to the customer disassembled
- * Any unit residing for longer than 3 weeks without customer approval to proceed will be returned to the customer in as-is condition
- * Any non-Factory customer-added parts or accessories will be returned to customers as separate items, Factory will not attempt to reassemble such items to unit prior to returning to customer
- * Factory will not accept units that have been exposed to hazardous substances
- * A maximum of five (5) units can be scheduled per order. Contact Factory for larger quantity repairs.
- * If unit is deemed non-economical to repair we will return the unit unrepared and invoice the Full Diagnostic Evaluation.

Tritex (Linear) Repair Pricing



Tritex II™

| Evaluation | TDX/M060 | TDX/M075 | T2X/M075 | T2X/M090 | T2X/M115 |
|------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Cost Evaluation | 185,00 € | 185,00 € | 185,00 € | 250,00 € | 250,00 € |
| Full Diagnostic Evaluation * | 750,00 € | 750,00 € | 750,00 € | 750,00 € | 750,00 € |

| Evaluation + Service | TDM060 | TDM075 | T2M075 | T2M090 | T2M115 |
|------------------------------|---------------|---------------|---------------|---------------|---------------|
| Routine Maintenance * | 250,00 € | 250,00 € | 250,00 € | 350,00 € | 350,00 € |
| Full Factory Refurbishment * | 2.000 € | 2.800 € | 2.800 € | 3.800 € | 4.000 € |

| Evaluation + Service | TDX060 | TDX075 | T2X075 | T2X090 | T2X115 |
|------------------------------|---------------|---------------|---------------|---------------|---------------|
| Routine Maintenance * | 1.350,00 € | 1.400,00 € | 1.400,00 € | 1.475,00 € | 1.550,00 € |
| Full Factory Refurbishment * | 2.600 € | 3.400 € | 3.400 € | 4.200 € | 4.400 € |

Tritex(Rotary) Repair Pricing

| Evaluation Only | RDM/G060 | RDM/G075 | RDM/G090 | R2M/G075 | R2M/G090 | R2M/G115 |
|------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Warranty Evaluation + | 125,00 € | 125,00 € | 125,00 € | 150,00 € | 150,00 € | 150,00 € |
| Full Diagnostic Evaluation * | 750,00 € | 750,00 € | 750,00 € | 750,00 € | 750,00 € | 750,00 € |

| Evaluation + Repair | RDM060 | RDM075 | RDM090 | R2M075 | R2M090 | R2M115 |
|------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Routine Maintenance * | 1.100,00 € | 1.275,00 € | 1.275,00 € | 1.275,00 € | 1.275,00 € | 1.500,00 € |
| Full Factory Refurbishment * | 1.500,00 € | 1.600,00 € | 1.800,00 € | 1.600,00 € | 1.800,00 € | 2.100,00 € |

| Evaluation + Repair | RDG060 | RDG075 | RDG090 | R2G075 | R2G090 | R2G115 |
|------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Routine Maintenance * | 1.275,00 € | 1.500,00 € | 1.500,00 € | 1.500,00 € | 1.500,00 € | 1.800,00 € |
| Full Factory Refurbishment * | 1.700,00 € | 1.800,00 € | 2.100,00 € | 1.800,00 € | 2.100,00 € | 2.600,00 € |

* Carried out by CW-Exlar at the US factory

GSX/M Repair Pricing



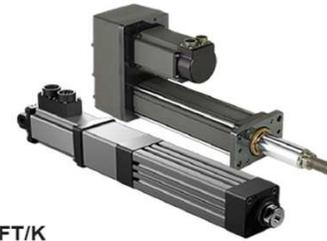
GSX/GSM

| Evaluation Only | GSX/M20 | GSX/M30 | GSX/M40 | GSX50 | GSX60 |
|------------------------------|----------------|----------------|----------------|--------------|--------------|
| Evaluation | 125,00 € | 125,00 € | 150,00 € | 150,00 € | 175,00 € |
| Full Diagnostic Evaluation * | 750,00 € | 750,00 € | 750,00 € | 750,00 € | 750,00 € |

*Evaluation cost get credited at repair order or in case of warranty

| Evaluation | GSM20 | GSM30 | GSM40 | | |
|------------------------------|--------------|--------------|--------------|--------------|--------------|
| Evaluation | 125,00 € | 125,00 € | 150,00 € | | |
| Routine Maintenance * | 175,00 € | 175,00 € | 200,00 € | | |
| Full Factory Refurbishment * | 1.600,00 € | 2.400,00 € | 3.200,00 € | | |
| Evaluation + Repair | GSX20 | GSX30 | GSX40 | GSX50 | GSX60 |
| Routine Maintenance * | 175,00 € | 175,00 € | 200,00 € | 225,00 € | 275,00 € |
| Full Factory Refurbishment * | 2.200,00 € | 3.000,00 € | 3.800,00 € | 5.500,00 € | 8.500,00 € |

FT Series Repair Pricing



| Evaluation Only | FT35 | FT45 | FT60 | FT80 |
|------------------------------|----------|------------|------------|------------|
| Warranty Evaluation + | 150,00 € | 175,00 € | 200,00 € | 250,00 € |
| Full Diagnostic Evaluation * | 750,00 € | 1.000,00 € | 1.350,00 € | 1.800,00 € |

| Evaluation + Repair | FT35 | FT45 | FT60 | FT80 |
|--|------------|------------|------------|-------------|
| Routine Maintenance * | 250,00 € | 300,00 € | 450,00 € | 600,00 € |
| Adder for Motor Mounting, setting + test | 50,00 € | 50,00 € | 75,00 € | 100,00 € |
| Full Factory Refurbishment * | 4.400,00 € | 6.200,00 € | 8.500,00 € | 15.900,00 € |

K Series Repair Pricing

| Evaluation Only | KX/M/A60 | KX/M/A75 | KX/M/A90 |
|------------------------------|----------|----------|----------|
| Warranty Evaluation + | 150,00 € | 175,00 € | 200,00 € |
| Full Diagnostic Evaluation * | 750,00 € | 750,00 € | 750,00 € |

| Evaluation + Repair | KX/M/A60 | KX/M/A75 | KX/M/A90 |
|--|------------|------------|------------|
| Routine Maintenance * | 250,00 € | 300,00 € | 450,00 € |
| Adder for Motor Mounting, setting + test | 50,00 € | 50,00 € | 75,00 € |
| Full Factory Refurbishment * | 1.100,00 € | 1.400,00 € | 1.700,00 € |

SLM/G Repair Pricing



| Evaluation Only | SLM/G060 | SLM/G075 | SLM/G090 | SLM/G115 | SLM142 | SLM180 |
|--|-----------------|-----------------|-----------------|-----------------|---------------|---------------|
| Warranty Evaluation + | 125,00 € | 125,00 € | 125,00 € | 150,00 € | 150,00 € | 150,00 € |
| Full Diagnostic Evaluation * at factory US | 750,00 € | 750,00 € | 750,00 € | 750,00 € | 750,00 € | 750,00 € |

| Evaluation + Repair | SLM060 | SLM075 | SLM090 | SLM115 | SLM142 | SLM180 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| Routine Maintenance * | 150,00 € | 150,00 € | 175,00 € | 175,00 € | 200,00 € | 225,00 € |
| Full Factory Refurbishment * at factory US | 1.300,00 € | 1.400,00 € | 1.500,00 € | 1.700,00 € | 3.000,00 € | 5.100,00 € |
| Evaluation + Repair | SLG060 | SLG075 | SLG090 | SLG115 | | |
| Routine Maintenance * | 175,00 € | 200,00 € | 225,00 € | 275,00 € | | |
| Full Factory Refurbishment * at factory US | 1.500,00 € | 1.600,00 € | 1.800,00 € | 2.100,00 € | | |