



Brooks Expert Support Tool™ and SLA Series Mass Flow Device

Brooks Expert Support Tool™

(BEST) for Mass Flow, Pressure Controller and Vapor Delivery Products

The Brooks Expert Support Tool™ (BEST) is a Microsoft® Windows® based application that provides expanded control, diagnostics and servicing capabilities for the following Brooks products:

Model	Operation Mode	Description
GF40	MFC	Mass Flow Controllers & Meters
SLA58XX (Revision A)	MFC, MFM, PC, RT	Mass Flow Controllers & Meters, Pressure Contollers
SLA58XX (Revision B)	MFC, MFM, PC, RT	Mass Flow Controllers & Meters, Pressure Contollers
PC115	PC	Pressure Controller (Downstream or Upstream)
PC125	PC	Pressure Controller (Downstream) w/ Flow Meter
*QMB Quantim™	MFC	Mass Flow Controllers & Meters
VDM300	MFC	DI Water Vapor Delivery Module

*Does not support Revision A

BEST can be used for servicing tasks that include setup, configuration, troubleshooting and tuning. BEST Professional also provides access to the calibration parameters for the SLA thermal mass flow and pressure products.

Customers interested in the BEST Professional version supporting calibration, should contact their local Brooks representative to learn more about licensing and training.

To install the BEST application, download the latest version of the software from the www.brooksinstrument.com website and follow the instructions which are also available on this website. You may install the application on as many PCs as desired. However, the advanced features of BEST Professional will only operate on a PC which has a non-transferable digital license installed.

[View BEST Product Page](#)

Product Features

- Simple connection between a personal computer (PC) and the mass flow, pressure or vapor delivery device service port for easy plug-and-play installation via serial port or USB.
- User-friendly interface running under Microsoft Windows simplifies operation and data capture.
- Easy-to-use, menu driven operation.
- Communicates with a range of Brooks thermal mass flow, pressure, and vapor delivery products.
- Able to switch control of the mass device between BEST and the external process controller for real time on-line diagnostics and tuning.
- Able to capture device log data to text file.
- Training by Brooks Technical Service Group is available to quickly bring you up to speed on this or any of the Brooks products.
- BEST Professional also provides access to the SLA thermal mass flow and pressure controller calibration parameters.

Standard Communication Functions

The Brooks Expert Support Tool can be used to view, control and modify data such as:

- Flow
- Setpoint
- Alarm Settings
- Analog input/output (I/O) configuration & tuning
- Protocol settings
- I/O ranging
- Valve tuning / flow response optimization
- Diagnostics
- SLA Thermal Mass Flow and Pressure Controller Calibration Parameters (BEST Professional)

See Installation and Operation Manual X-SW-BEST-RevB Section 2.2 for complete details on each of the supported products.

System Requirements

The Brooks Expert Support Tool application can be installed on a Windows PC with the following requirements:

Component	Minimum Requirements
Operating System	Microsoft Windows 10 Microsoft Windows 8 — BEST has not been formally tested with Windows 8 Microsoft Windows 7 — 32-bit/64-bit
Graphic Resolution	10440 x 990, recommended
COM Port	One dedicated serial port or USB port with RS232/RS485 adapter
Software License	Required for Pro Features (Calibration) See Tables 2.4 to 2.6 below for specifics

Installation Hardware Requirements

One of the following cable kits are required to connect the PC to the device's service port:



SLA Revision B, PC 100 Series and GF40	Part Number
Basic Cable Kit: USB to 2.5mm Cable Assembly	778Z010ZZZ
RS485 Analog/Profibus® Cable Kit w/Power Supply 24 Vdc USB to 2.5mm Cable Assembly Power Supply 24 Vdc with DB-15 female	778Z012ZZZ
EtherCAT®, EtherNet/IP™, PROFINET Cable Kit w/Power Supply 24 Vdc USB to 2.5mm Cable Assembly Power Supply 24 Vdc with DB-15 female Cable, Power, 1 x 5-pin M8 to DB-15 male	778Z013ZZZ
DeviceNet™ Cable Kit w/Power Supply 24 Vdc USB to 2.5mm Cable Assembly Power Supply 24 Vdc with DB-15 female Cable, Power, 1 x M12 to DB-15 male	778Z014ZZZ
SLA Revision A and Quantim (QMB)	Part Number
Service Tool Kit RS232 to TTL/CMOS Converter Serial Interface Cable Standard Cable	S778D023ZZZ

Service and Support

Brooks is committed to assuring all of our customers receive the ideal flow solution for their application, along with outstanding service and support to back it up. We operate first class repair facilities located around the world to provide rapid response and support. Each location utilizes primary standard calibration equipment to ensure accuracy and reliability for repairs and recalibration and is certified by our local Weights and Measures Authorities and traceable to the relevant International Standards.

Visit www.BrooksInstrument.com to locate the service location nearest to you.

START-UP SERVICE AND IN-SITU CALIBRATION

Brooks Instrument can provide start-up service prior to operation when required. For some process applications, where ISO-9001 Quality Certification is important, it is mandatory to verify and/or (re)calibrate the products periodically. In many cases this service can be provided under in-situ conditions, and the results will be traceable to the relevant international quality standards.

CUSTOMER SEMINARS AND TRAINING

Brooks Instrument can provide customer seminars and dedicated training to engineers, end users, and maintenance persons. Please contact your nearest sales representative for more details. Due to Brooks Instrument's commitment to continuous improvement of our products, all specifications are subject to change without notice.

TRADEMARKS

Brooks Brooks Instrument, LLC

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Global Headquarters

Brooks Instrument

407 West Vine Street
Hatfield, PA
19440-0903 USA

Toll-Free (USA): 888-554-FLOW

T: 215-362-3500

F: 215-362-3745

BrooksAM@BrooksInstrument.com

A list of all Brooks Instrument locations and contact details can be found at www.BrooksInstrument.com

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