



FACTORY-LEVEL SERVICE AND CERTIFICATION

The Key to Continuing, Effective Crimp Performance

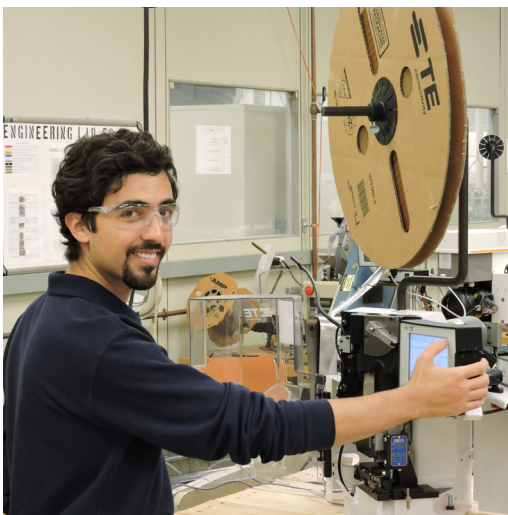
You've already made the right choice in crimp tooling---TE Connectivity quality tooling. TE quality certification and maintenance are also the right choice to keep your crimp tooling operation at peak performance. In this brochure you'll find details on the most popular services available at TE Connectivity Service Centers, complementing our on-site services. If you have any questions, call the Tooling Assistance Center at 1-800-722-1111.

TE Connectivity equipment serviced includes:

- Hand Tools
- All TE-style applicators
- AMP-O-LECTRIC Model G Terminator
- AMP-O-LECTRIC Model K Terminator
- AMP-3K/40 and 5K/40 Terminators and more.

Instructions to use Service Request Form

1. Copy the form on the back of this brochure and fill in all fields. Enclose the completed form in your package. Failure to include detailed information as requested may result in service delays. Packages received without the form will not be processed and any unidentified equipment will be disposed of after 90 days.
2. A purchase order or approval of our quote is required for all non-warranty repairs. Failure to submit a PO or quote approval will result in disposal of unclaimed equipment after 90 days.
3. A TE account number is required to pay with a Purchase Order. VISA and MasterCard are also accepted.
4. Proper packaging is important. TE accepts no responsibility for any damage incurred during shipping or handling.
5. Tools that have been modified by the customer may not be eligible for repair.



Applicators, Terminators, Hand Tools, and Electronic Components

Electronic Component Repair Program

Electronics are reliable, but when failure occurs, we are ready to repair the electronic components used in AMP, Tyco Electronics or TE Connectivity Application Tooling. We offer repair of those electronic components or in some cases an exchange for older components that cannot be repaired.

Exchange parts are reconditioned electronic components which are available for purchase when a like component in repairable condition is submitted.

1. Repair Services include:

- a. Complete functional testing
- b. 90-day warranty on repairs
- c. Qualifying components includes:
 - i. Later model Crimp Quality Monitors (CQM)
 - ii. Model G controllers
 - iii. APT controllers
 - iv. MPT controllers

2. Instructions:

1. Copy the form on the back of this brochure.
2. Pack and ship the equipment, enclosing the completed form, to:

TE Connectivity Electronic Component Repair
2901 Fulling Mill Rd, Middletown, PA 17057

Applicator and Terminator Service

Services include:

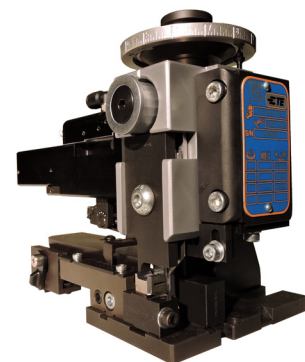
- Warranty Services—with no charge for labor or parts
- Certification Services
- Equipment Repair—to application specifications
- Quick Turnaround
- 90-day Warranty on Repairs

Instructions:

1. Copy the form on the back of this brochure.
2. Pack and ship the equipment, enclosing the completed form, to:

TE Connectivity Applicator/Terminator Services Center
627 N. Grant Street, Waynesboro, PA 17268

3. For applicator service or repair the shipment must include at least 200 terminals on a reel, and either 15 ft of wire or 200 stripped leads. If the wire or stripped leads are not provided there will be an additional \$25 charge. The minimum of 200 terminals is needed to verify the applicator is working to factory specification. Without the terminals, the applicator will be set up to the most available terminal on the applicator log sheet.



Applicators, Terminators, Hand Tools, and Electronic Components



Hand Tool Repair and Certification

CERTI-CRIMP hand tools and die sets pneumatic crimping heads and die sets; and hydraulic hand tools, crimping heads, and die sets all benefit from factory or on-site service.

Services include:

- Recertification—promotes quality improvement per ISO 9000. Recommended every 6 months or 5,000 cycles to verify that tools meet TE application specification.
- Visual Inspection—checks tool operation and looks for missing or damaged parts
- Handle Pressure Check—measures pressure with calibrated machine or gauge; adjusts to match design specification.
- 90-day Warranty on Repairs

Instructions:

1. Copy the form on the back of this brochure.
2. Pack and ship the equipment, enclosing the completed form, to:

SHIPPING OTHER THAN US MAIL:

TE Connectivity Tooling Service Center
627 N. Grant Street, Waynesboro, PA 17268

US MAIL (32 kg [70 LB] max.):

TE Connectivity Tooling Service Center, 170-001
627 N. Grant Street, Waynesboro, PA 17268-8643

3. For applicator service or repair the shipment must include at least 200 terminals on a reel, and either 15 ft of wire or 200 stripped leads. If the wire or stripped leads are not provided there will be an additional \$25 charge. The minimum of 200 terminals is needed to verify the applicator is working to factory specification. Without the terminals, the applicator will be set up to the most available terminal on the applicator log sheet.



SERVICE REQUEST FORM

Company:

Date:

TE Acct Number:

Return Shipping Address:

City:

State:

Zip/Postal Code:

Country:

Contact Name:

Phone:

E-mail:

Preferred Carrier:

Acct. Number:

Purchase Order Number:

Equipment Model Number:

Equipment Serial Number:

Description of Problem or Request:

Print only this page of the PDF and be sure to include it in your mailed package.

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1-1307619-0 04/18 Original

Contact us today to learn more

North America (US, Mexico and Canada)

- Tooling Assistance Center:
1-800-722-1111 or 717-765-3607
- For information about tooling, call
888-777-5917 or 717-810-2080
E-mail: fieldservicesnorthamerica@te.com
- Web: www.te.com/fieldservice

For locations outside North America visit tooling.te.com

www.te.com/fieldservice