

	Field Service Policy Application Tooling North America	Rev AP – 11/2022
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Tyco Electronics Corporation, a TE Connectivity Ltd. company

1. Field Service Policy

Except as otherwise agreed by TE or its affiliates and/or subsidiaries (Company) in writing, all field engineering services are subject to the TE Field Engineering Terms and Conditions. Coverage for warranted services and replacement of parts will be based on TE Standard Warranty. Services and parts outside of warranty period will be subject to current Field Service fees and product pricing.

Wire Processing equipment included but is not limited to: Hand tools, Applicators, Bench terminators, Bench wire strippers, IDC Termination Equipment, Leadmaker Machines, Wire making equipment.

Board Processing equipment included but is not limited to: Quad/TE SMT Assemblers, Mirae/Meridian SMT Assemblers, ASG/TE Servo Electric Press, Pin Insertion Equipment, SmartRouter PCB Singulation machines, selective solder machines, TE Singulation Presses.

2. TE Standard Warranty

The Company warrants that the articles delivered hereunder shall be free from defects in material, workmanship and fabrication. The warranty shall extend from the period set forth below, following the date of delivery, of such articles to the carrier. If Company agrees in writing to provide and does provide system design, drawings, technical advice, or any other services to Customer in connection with Products, then Company further warrants to Customer during the applicable Warranty Period that such services shall be undertaken in accordance with Company's reasonable technical judgment based on Company's understanding of pertinent technical data as of the date of performance of such services. Company's warranties will not apply to any Product with respect to which there has been (i) improper installation or testing, (ii) failure to provide a suitable operating environment, (iii) use of the Product for purposes other than that for which it was designed, (iv) failure to monitor or operate the Product in accordance with applicable Company specifications and good industry practice, (v) unauthorized attachment or removal or alteration of any part of the Product, (vi) unusual mechanical, physical or electrical stress, (vii) modifications or repairs done by other than Company, (viii) mishandling during shipment of the Product; or (ix) any other abuse, misuse, neglect or accident. In no circumstance shall Company have any liability or obligation with respect to expenses, liabilities or losses associated with the installation or removal of any Product or the installation or removal of any components for inspection, testing or redesign occasioned by any defect or by repair or replacement of a Product. Application Equipment, spare parts and hand tools ordered or supplied hereunder may contain used parts and/or be reconditioned.

PRODUCT	DURATION OF WARRANTY
Applicators, terminators, and all other application and automation equipment, including machinery, and all original parts, except for expendable parts.	1 year
Replacement parts (i.e., all original parts thereof, excluding expendable parts, after expiration of one year warranty).	90 days
Hand tools and Board Singulation Dies	90 days
Expendable parts (i.e., those parts designated by Company as spare tooling, recommended spares, perishable tooling, wearable tooling, and the like).	90 days
All other products and services	90 days



THE COMPANY MAKES NO WARRANTY, EXPRESS, IMPLIED (INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR INTENDED PURPOSE), OR STATUTORY, OTHER THAN FOREGOING EXPRESS WARRANTY.

Failure of Customer to submit any claim hereunder within ten (10) days following expiration of the warranty period applicable to such articles shall be admission by the Customer and conclusive proof that such articles are in every respect as warranty, and shall release the Company from any and all such claims for damage or loss sustained by Customer. In the event a Customer timely submits a claim for breach of Warranty, the parties agree that Customer's sole and exclusive remedies shall be, at Company's option, repair or replacement of the defective article, or credit or refund of the price of defective articles less depreciation calculated on a straight-line basis over Company's stated Warranty Period. THESE REMEDIES SHALL BE CUSTOMER'S EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY.

EXCEPT FOR THE EXPRESS WARRANTY SET FORTH ABOVE, COMPANY MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, REGARDING THE PRODUCTS, THEIR FITNESS FOR ANY PURPOSE, THEIR QUALITY, THEIR MERCHANTABILITY, THEIR NONINFRINGEMENT, OR OTHERWISE. NO EMPLOYEE OF COMPANY OR ANY OTHER PARTY IS AUTHORIZED TO MAKE ANY OTHER REPRESENTATIONS, WARRANTIES, OR CONDITIONS FOR THE GOODS OTHER THAN THE WARRANTY SET FORTH HEREIN. COMPANY'S LIABILITY UNDER THE WARRANTY SHALL BE LIMITED TO A REFUND OF THE PURCHASE PRICE OF THE PRODUCT. IN NO EVENT SHALL COMPANY BE LIABLE FOR THE COST OF PROCUREMENT OR INSTALLATION OF SUBSTITUTE GOODS BY CUSTOMER OR FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES.

3. TE Support

Company maintains call centers to provide assistance to Customers with:

- A. Equipment problems, operation questions, and general product problems
- B. Product information and document requests
- C. Training Program information and scheduling

Wire and Board Processing Equipment - call TE Tooling Assistance Center at 1-800-722-1111 or 1-717- 986-3434 operating hours are from 8:00 a.m. to 4:00 p.m. Eastern Time Monday through Friday.

Calls received outside of normal operating hours will be returned on the next business day.

4. Types of Service

- A. Standard Service – Standard Service is a service call response to a Customer's request. It includes troubleshooting problems, making repairs and/or installing parts necessary to put an item in normal operating condition per applicable Customer manual or information sheets.
- 1). Standard Service, In Warranty - Standard services performed to resolve warranty problems (i.e., defects in material, workmanship and fabrication)--NO FEE.
- Company will provide all labor and parts required for any warranty service.
 - On-Site response time is not guaranteed.
 - The following items or services are not covered under Standard Service, In Warranty:
 - ⇒ Maintenance and repairs necessitated by misuse, abuse, or by use of equipment for other than its designated purpose
 - ⇒ Maintenance, repairs, or services connected with relocation of equipment
 - ⇒ Maintenance or repairs necessitated by alterations or modifications by parties other than Company
 - ⇒ Preventive Maintenance and Inspection/Certification
 - ⇒ Alignments and/or adjustments
 - ⇒ Maintenance, installation or removal of devices not provided or authorized by Company
 - ⇒ Maintenance or repairs necessitated by accident, power failure or surge, fire, water, wind, lightening or other natural disasters
 - ⇒ Travel and living expenses for on-site service to include travel time which will be billed at the quoted rate plus travel expenses (including airfare, lodging, meals, mileage, and car rental plus fuel).
- 2). Standard Service, Out of Warranty - After the warranty period, the Customer is fully responsible for the maintenance of the equipment, including servicing, repair, and replacement of damaged, worn or broken parts.
- Standard service on all wire and board processing equipment outside the warranty period is available at a FEE.
 - On-site response time is not guaranteed.
- B. Installations - Company will provide installation, set-up and training for wire and board processing equipment (includes new, used and reconditioned equipment as well as equipment re-installations) at the Customer's site upon the Customer's request. Company and the Customer must agree upon the date(s) and times. This service is available at a FEE.
- C. Training – Company provides Customers with practical training programs addressing machine operation, set-up, maintenance, inspection, and connector application. Training Programs can be scheduled at the Customer's site or at the TE Training Center. There is a FEE for formal training. A training certificate will be issued upon the successful completion of each formal training course.
- D. Comprehensive Service Agreement for Wire Processing Equipment - Under a TE Comprehensive Service Agreement, the Customer is charged an annual service fee, which provides a specified number of service visits by TE Field Services during the term of the agreement. The agreement, signed by the Customer and Company, defines the service conditions required and typically is in effect for a minimum of one (1) year. A visit can be used for services such as:
- 1). Standard Service
 - 2). Installation, set-up and training of all application equipment
 - 3). Technical Assistance on Company tooling and / or Company product

*Sales tax may apply.

- E. Extended Coverage Service Agreement (Automatic Equipment) - Under a TE Extended Coverage Service Agreement, the Customer is charged an annual service fee, which provides all needed spare parts and required service visits by TE Field Services during the term of the agreement. Agreements are available that can provide spare parts only, labor only, or both spare parts and labor. The agreement, signed by the Customer and Company, defines the service conditions required and typically is in effect for a minimum of one (1) year. A visit can be used for services such as:
- 1). Emergency Service
 - 2). Preventive Maintenance and / or Certification Service
- F. Preventive Maintenance and / or Inspection Certification Service Agreement - This Agreement provides for periodic service visits by TE Field Services, to perform Preventive Maintenance and/or Inspection/Certification Service on Hand Tools, Applicators, Bench and Automatic Equipment. **NOTE: All TE Certification tools are traceable to NIST.** An agreement, signed by the Customer and Company, defines the service and typically is in effect for a minimum of one (1) year.
- 1). For Hand Tools the service includes:
 - Visually inspect Hand Tools for missing pins and retaining rings and/or broken, pitted, or chipped crimp tooling.
 - Verify the Hand Tools are producing product in accordance with the application specification or instruction sheet documents.
 - Inspect handle pressure conformance in accordance to Company specifications.
 - Identify any Hand Tools that require repair.

NOTE: TE Field Services can provide minor repair/recertification of Hand Tools at the Customer site. Hand Tools requiring extensive repair/recertification must be sent by the Customer to the TE Tooling Service Center. Additional information about this service can be found at www.tooling.te.com
 - 2). For Applicators, Bench and Automatic Equipment the service includes:
 - Preventive Maintenance service performed according to the preventive maintenance section of the applicable Customer manual or instruction sheet.
 - Inspection/Certification service to verify that the equipment is producing product in accordance to the application specification.
- G. Applicator and Terminator Service Center - Customers have the ability to send applicators and terminators to the TE Service Center for repair service. The repair request form, pricing, and contact information is available at www.tooling.te.com. Click on services and scroll down to find the section titled Applicator and Terminator Service Center.
- H. Shut Height Gauge Calibration – Company offers calibration for the shut height gauges used to set-up terminators. The shut height gauge part numbers are 679655-1 and 679655-2. This service is available at a fee.

*Sales tax may apply.

5. Service Prices / Fees - To request Field Service Pricing contact the Tooling Assistance Center at 1-800-722-1111 or 1-717-986-3434 or email fieldservicesnorthamerica@te.com. When contacting, the Customer must be prepared with the make, model, and serial number of the equipment needing service.

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