



APPLICATION TOOLING

In order to best serve our customers, Samtec offers comprehensive field service for its application tooling products. This world-class service is provided through Application Tooling Solutions (ATS), which has one of the largest field service staffs in the industry. Field Engineers are deployed internationally to assure rapid response. The following policy defines warranty periods and terms, service conditions, types of service offerings, and fees.

- 1. Tooling Warranty Periods and Terms.** – Samtec warrants that the tooling delivered shall be free from defects in material, workmanship and fabrication. The warranty shall extend for the period set forth below following the date of delivery.

Product	Duration of Warranty
<u>Application equipment</u> , including machinery, applicators, and all parts except for expendable tooling.	6 months
<u>Hand Tools</u>	1 month
<u>Expendable parts</u> . Included are recommended perishable parts, wearing tooling and spare parts.	3 months
<u>Replacement Parts</u>	Applicable period for replaced Part.

- 2. Service Conditions-** For Samtec tooling products, the Field Engineering services and the replacement of parts is based on the equipment warranty. Services and parts outside the warranty period will be offered at a fee.

3. Types of Basic 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 for Samtec Tooling Products, In Warranty- Standard services performed to resolve warranty problems (i.e., defects in material workmanship and fabrication)- **NO FEE**.
- All labor and required parts will be provided for any warranty service.
 - Hand tools are not repairable. Replacement only under warranty.
 - 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.



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- Maintenance or repairs necessitated by alterations or modifications by parties other than Samtec.
- Preventive Maintenance and Inspection/Calibrations.
- Alignments and/or adjustments.
- Maintenance, installation or removal of devices not provided or authorized by Samtec.
- Maintenance or repairs necessitated by accident, power failure of surge, fire, water, wind lightning or other natural disasters.

2) Standard Service for Samtec Products, Out of Warranty- After the warranty, the customer is fully responsible for the maintenance of the equipment, including servicing, repair, and replacement of damaged, worn or broken parts.

- Standard service of all application equipment outside the warranty period is available at a FEE.
- On-site response time is not guaranteed.

3) Standard Service for other manufacturer's equipment

- Standard service on all other manufacturer's equipment is available at a FEE.
- On-site response time is not guaranteed.

B. Emergency Service- Emergency Service provides a quicker response time than normal scheduling practices by the Field Engineer, or service outside normal Samtec business hours. Assistance is available by contacting the **Samtec Application Tooling Service Line (1-800-SAMTEC9)** Monday through Friday from 8:00 AM to 5:00 PM Eastern Time. This service is available at a FEE.

C. Installations- Samtec will provide installation, set-up and training for application equipment at the customer's request. The customer and Samtec must agree upon the dates and times. For all equipment (includes new, used, reconditioned and reinstallations) installation, set-up and training will be available at a FEE.

D. Training- Samtec provides customers with practical training programs addressing machine operation, set-up, maintenance, inspection, and connector application. The Training Programs are scheduled at the Customer's site, and the Customer and Samtec must agree upon the dates and time. There is a FEE for formal training. A training certificate will be issued upon the completion of each formal training course.

4. **Service Prices/ Fees**- To request service, contact the **Samtec Application Tooling Service Line (1-800-SAMTEC9)**. It is recommended that when calling, the customer be prepared with the make, model and serial number of the equipment needing service.

A. Time and Material- Standard Service, Out of Warranty.

- 1) \$250 first hour visit charge, \$85 per hour each additional hour, plus parts, and in certain cases, travel expenses (including airfare and car rental) may be required.



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- 2) On-site response time is not guaranteed.
- B. Emergency Service- Faster on site response time than committed by the Field Engineer or service outside normal business hours.
 - A. \$120 per hour labor charges, \$75 per hour drive time, parts and/or travel expenses including airfare, lodging and car rental.
 - Minimum visit charge is 2 hours labor and 2 hours drive time.
 - B. On-site response time is usually within 24 hours.
- C. Installation and Training- Installation services and Training courses are held at the Customer's site. The following fees apply and in certain cases travel expenses (including airfare and car rental) may be required.

STANDARD COURSES	COURSE NUMBER	CLASS SIZE	PRICE PER COURSE
Basic Crimp Theory	396100-2	25	\$395.00
End Feed Applicator	396101-2	3	\$695.00
Side Feed Applicator	396176-2	3	\$695.00
Crimp Quality Monitor	396178-2	3	\$825.00
1.5T Terminator	396382-2	3	\$595.00
1.5T Terminator with Stripping Unit	396383-2	3	\$695.00
2.5T Terminator	396384-2	3	\$595.00
2.5T Terminator with Stripping Unit	396385-2	3	\$695.00

- 1) The above is formal training and when conducted on new equipment placements will include installation and setup. A training certificate will be issued upon the completion of each formal training course.
- 2) In order to provide the most effective results, there are class size limits.
- 3) Complementary training courses can be quoted upon request.

5. Types of Service Agreements

- A. Standard Service Agreement- Under a Standard Service Agreement, the customer is charged for service and/or repairs upon the completion of each visit. This agreement provides service for applicators and bench equipment. The agreement, signed by the Customer and Field Service, defines the service conditions and typically is in effect for a minimum for one (1) year.
 - 1) Requires an annual contract initiation fee per customer account location.
 - 2) A fixed rate (per each piece of equipment) is charged for service/repairs as needed.
 - 3) On-site response time is not guaranteed.
 This Agreement provides for Standard Service only, as described in section 2A.



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- B. Comprehensive Service Agreement- Under a Comprehensive Service Agreement, the customer is charged an annual service fee, which provides a specified number of maintenance visits, by Field Engineering during the term of the agreement. The agreement, signed by the Customer and Field Service, 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, setup and training of all application equipment.
 - 3) Preventive Maintenance and/or Inspection Calibration Service.
 - 4) Technical Assistance on Samtec tooling.

- C. Preventive Maintenance and/or Inspection Calibration Service Agreement- This Agreement provides for periodic maintenance visits by Field Engineering, to perform Preventive Maintenance and/or Inspection/Calibration Service of Applicators and Bench Equipment. An agreement, signed by the Customer and Field Service, defines the service conditions and typically is in effect for a minimum of one (1) year. This service includes:
 - 1) Preventive Maintenance service performed according to the preventive maintenance section of the applicable customer manual or instruction sheets (For other manufacturer’s application equipment, the customer must provide these documents).
 - 2) Inspection/Calibration service to verify that the equipment is producing product in accordance to the application specification (For other manufacturer’s application equipment, the customer must provide these documents)
 - 3) Provide Customer inspection/calibration documentation.

6. Service Agreement Prices/ Fees- To request service, contact the **Samtec Application Tooling Service Line (1-800-SAMTEC9)**. It is recommended that when calling, the customer be prepared with the make, model and serial number of the equipment needing service.

- A. Standard Service Agreement- Field Engineering will provide standard service for applicators and bench equipment under this agreement.
 - 369420-1 Standard Service Contract Initiation Fee.....\$250/per year /per location
 - 396422-1 Standard Service Charge per Bench Machine....\$150/plus parts
 - 396421-1 Standard Service Charge per Applicator.....\$150/plus parts
 - 1) Service Charge includes the first two hours of work and the first hour of travel. Additional work hours will be charged at \$85/hour and additional travel hours into the customer location will be charged at \$50/hour. Travel time over 3 hours may require airfare and car rental charges.
 - 2) On-site response time is not guaranteed.



FIELD ENGINEERING SERVICE POLICY

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B. Comprehensive Service Agreement- Field Engineering will provide two (2), four (4), six (6), eight (8) or twelve (12) maintenance visits per one (1) year term.

- 1) The following fees apply and in certain cases, travel expenses (including airfare and car rental) may be required.
- 2) On-site response time is by appointment.

396452-2	Two (2) Maintenance Visits.....	\$980/plus parts
396452-4	Four (4) Maintenance Visits.....	\$1880/plus parts
396452-6	Six (6) Maintenance Visits.....	\$2820/plus parts
396452-8	Eight (8) Maintenance Visits.....	\$3760/plus parts
1-396452-2	Twelve (12) Maintenance Visits.....	\$5400/plus parts

NOTE: A Maintenance Visit is described as:

- A maximum of four (4) regular hours per workday.
- Any portion of a day equals a maintenance visit toward the Service Agreement.
- All additional time over the four (4) regular hours per workday; and/or maintenance visits exceeding the Agreement maximum will be invoiced at the Time and Material Rates.

C. Preventive Maintenance and/or Inspection Calibration Service Agreements for Applicators and Bench Terminating Machines.

- 1) The following fees apply, and in certain cases, travel expenses (including airfare and car rental) may be required.
- 2) For service requiring more than one (1) day, a travel charge of \$150 for each additional day will be added to the agreement.

# of Items Per Visit	Monthly			Quarterly		
	P/M Only	Insp Only	PM/Insp	P/M Only	Insp Only	PM/Insp
	396431-#	396432-#	396433-#	396434-#	396435-#	396436-#
4 or less- Year-	\$230	\$255	\$310	\$230	\$255	\$310
Each Add'l Item- Year-	\$20	\$26	\$40	\$20	\$26	\$40
Total Year	\$2,760	\$3,060	\$3,720	\$920	\$1,020	\$1,240
Total Year	\$240	\$312	\$480	\$80	\$104	\$160
# of Items Per Visit	Semi-Annually			Annually		
	P/M Only	Insp Only	PM/Insp	P/M Only	Insp Only	PM/Insp
	396437-#	396438-#	396439-#	396456-#	396457-#	396458-#
4 or less- Year-	\$235	\$265	\$320	\$250	\$290	\$350
Each Add'l Item- Year-	\$25	\$30	\$45	\$30	\$35	\$50
Total Year	\$470	\$530	\$640			
Total Year	\$50	\$60	\$90			