

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.

Tooling serviced at TE Service Centers includes:

- Hand Tools
- All TE-style applicators
- All TE Terminators
- Heat Shrink Machines

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. Pack and ship the tooling to TE Connectivity Services Center with the completed form enclosed. For the address, please reference the details on page 2.
3. A purchase order or approval of our quote is required for all nonwarranty repairs. Failure to submit a PO or quote approval will result in disposal of unclaimed equipment after 90 days.
4. A TE account number is required to pay with a Purchase Order. VISA and MasterCard are also accepted.
5. Proper packaging is important. TE accepts no responsibility for any damage incurred during shipping or handling.
6. Tools that have been modified by the customer may not be eligible for repair.



Factory-level Service Details

Applicators and Terminators	Heat Shrink Machines	Hand Tools
Services include:		Services include:
<ul style="list-style-type: none">• Warranty Services—with no charge for labor or parts• Certification Services• Equipment Repair—to application specifications• Quick Turnaround• 90-day Warranty on Repairs		<ul style="list-style-type: none">• Recertification—promotes quality improvement per ISO 9000.• 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
Shipping Address:		
TE Connectivity Services Center 2900 Fulling Mill Rd, Middletown, PA 17057	TE Connectivity Services Center 2901 Fulling Mill Rd, Middletown, PA 17057	

For applicator service or repair the shipment must include at least 200 terminals on a reel, and either 15ft 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.

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/en/private/application-tooling/america-field-service-request.html

For locations outside North America visit tooling.te.com

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