

GENERAL POLICY 14

Field Service Policy

1. Field Service Policy

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

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

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

2. Tyco Electronics 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

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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. Tyco Electronics 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 Processing Equipment- call Company Tooling Assistance Center at 1-800-722-1111 or 1-717-986-3434 operating hours are from 8:00 a.m. to 7:00 p.m. Eastern Time Monday through Friday.

Board Processing Equipment -call Company Automation Tech Center at 1-888-782-3349 or 1-610-893-9680 operating hours are from 7:30 a.m. to 4:30 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.

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- 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/Calibration
 - ⇒ 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 \$75.00 USD/ hour plus travel expenses (including airfare, lodging, meals, fuel, and car rental) which will be billed at cost.
- 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 Tyco Electronics Training Center. There is a FEE for formal training. A training certificate will be issued upon the completion of each formal training course.
- D. Comprehensive Service Agreement for Wire Processing Equipment - Under a Tyco Electronics Comprehensive Service Agreement, the Customer is charged an annual service fee, which provides a specified number of service visits by Tyco Electronics 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). Preventive Maintenance and / or Inspection Calibration Service
 - 4). Technical Assistance on Company tooling and / or Company product
- E. Extended Coverage Service Agreement (Board Processing Equipment) - Under a Tyco Electronics Extended Coverage Service Agreement, the Customer is charged an annual service fee, which provides all needed spare parts and required service visits by Tyco Electronics 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

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2). Preventive Maintenance and / or Calibration Service

F. Preventive Maintenance and / or Inspection Calibration Service Agreement - This Agreement provides for periodic service visits by Tyco Electronics Field Services, to perform Preventive Maintenance and/or Inspection/Calibration Service on Hand Tools, Applicators, Bench and Automatic Equipment. **NOTE: All Tyco Electronics calibration 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: Tyco Electronics Field Services can provide minor repair/recalibration of Hand Tools at the Customer site. Hand Tools requiring extensive repair/recalibration must be sent by the Customer to the Tyco Electronics Tooling Service Center in Mt. Sidney, VA (Per Tyco Electronics General Policy 19). Additional information about this service can be found at www.tooling.tycoelectronics.com then click on Field Engineering Services and scroll down to find the section titled Hand Tool Repair and Calibration.

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/Calibration service to verify that the equipment is producing product in accordance to the application specification.

G. Electronic Component Repair – Company provides Customers component level repair of electronic equipment. The repairable components include the AMP-O-LECTRIC Model G Controller, Champomator 2.5 Controller, Crimp Quality Monitor, AMPOMATOR CLS Electronics and more. The repair request form, pricing, and contact information is available at www.tooling.tycoelectronics.com. Click on Field Engineering Services and scroll down to find the section titled Electronic Component Repair.

H. ProductionCHEK – Company offers this service which, through observation and analysis, will help identify those factors that can be improved or fine-tuned to help plan capital and operating budgets, staffing, and equipment utilization for higher productivity and profitability. Additional information about this service can be found at www.tooling.tycoelectronics.com then click on Field Engineering Services and scroll down to find the section titled Onsite-Site Service.

I. Applicator and Terminator Service Center - Customers have the ability to send applicators and terminators to the Tyco Electronics Service Center for repair service. The repair request form, pricing, and contact information is available at www.tooling.tycoelectronics.com. Click on services and scroll down to find the section titled Applicator and Terminator Service Center.

J. 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.

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5. **Service Prices / Fees** - To request Wire Processing Equipment service contact the Tooling Assistance Center at 1-800-722-1111 or 1-717-986-3434. To request Board Processing Equipment service, contact the Automation Tech Center at 1-888-782-3349 or 1-610-893-9680. When calling, the Customer must be prepared with the make, model, and serial number of the equipment needing service and a purchase order number when applicable

A. **Billable Service (Time and Material) – Standard Service, Out of Warranty**

- 1). The hourly labor rate is \$150.00 USD / hour, \$225.00 USD /hour for time outside Company's normal business hours and Saturdays, and \$300.00 USD / hour for service on Sunday or any Company designated holiday. Travel time will be billed at \$75.00 USD/ hour plus travel expenses (including airfare, lodging, meals, fuel, and car rental) which will be billed at cost.

Service Fee Part Number	Description	Price (USD) per hour
396401-2	Standard Labor Charges	\$150.00
396401-3	Special Labor Charges – 1.5X	\$225.00
396401-4	Special Labor Charges – 2.0X	\$300.00
396408-2	Travel Charges	\$75.00
396408-6	Travel Expenses	Billed at Cost

Minimum labor charge is 2 hours for Wire Processing equipment and 4 hours for Board processing equipment.

- 2). Parts – List Price
- 3). On-site response time is not guaranteed

B. **Training – Training courses are offered at the Tyco Electronics Training Center and at the Customer's site.**

- 1). For the training courses held at the Tyco Electronics Training Center, the following fees apply (see table below). The Customer is responsible for all travel expenses.
- 2). For the training courses held at the Customer's site, the following fees apply (see table below). Travel time will be billed at \$75.00 USD/ hour plus travel expenses (including airfare, lodging, meals, fuel, and car rental) which will be billed at cost.
- 3.) Training courses for Board Processing Equipment will be provided at the Customer's site only. Please contact the Automation Tech Center at 1-888-782-3349 or 1-610-893-9680 for quoting and scheduling.

STANDARD TRAINING COURSES	COURSE NUMBER	Tyco Electronics TRNG CTR COST (USD) PER PERSON	CLASS HOURS	MAX CLASS SIZE	COURSE NUMBER	ON-SITE TRAINING COST (USD) PER CLASS
Hand Tools & Applicators						
Basic Crimp Theory	396100-1	\$110.00	2	25	396100-2	\$395.00
Basic Hand Tool	N/A	N/A	3	4	396250-2	\$525.00
Mini End Feed Applicator	396101-3	\$215.00	4	3	396101-2	\$695.00
Mini Side Feed Applicator	396176-3	\$215.00	4	3	396176-2	\$695.00
COPALUM Terminating Aluminum Cabling System	N/A	N/A	2	6	396008-6	\$750.00
Semi-Automatic Bench Equipment						
"G" Terminator	396221-1	\$215.00	4	3	396221-2	\$695.00
"G" Terminator with Accessories (Stripping Module, CQM)	396222-1	\$430.00	8	3	396222-2	\$1150.00

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STANDARD TRAINING COURSES	COURSE NUMBER	Tyco Electronics TRNG CTR COST (USD) PER PERSON	CLASS HOURS	MAX CLASS SIZE	COURSE NUMBER	ON-SITE TRAINING COST (USD) PER CLASS
AMP-3K/40, 5K/40	396382-1	\$215.00	4	3	396382-2	\$695.00
AMP-3K/40, 5K/40 with Accessories (Stripping Unit, SLE, Precision Controller, DCC)	396383-1	\$430.00	8	3	396383-2	\$1150.00
Precision Controller Retrofit	396384-1	\$215.00	4	3	396384-2	\$695.00
AMP-O-LECTRIC Model K Terminating Machine	396106-1	\$215.00	4	3	396106-2	\$695.00
AMP-TAPETRONIC 69875	396110-1	\$215.00	4	3	396110-2	\$695.00
AMP-O-MATIC Side Feed Stripper/Crimper II - III	396171-1	\$430.00	8	3	396171-3	\$1150.00
SLE/Crimp Quality Monitor	396178-1	\$430.00	8	3	396178-2	\$1150.00
Flat Flex Cable Machine	396109-1	\$430.00	8	3	396109-2	\$1150.00
CHAMPOMATOR 2.5	396142-1	\$430.00	8	3	396142-2	\$1150.00
APT IIE	396093-1	\$325.00	4	3	396093-2	\$695.00
APT IIIA	396099-1	\$430.00	8	3	396099-2	\$1150.00
MPT 5 with Standard Fixture	396387-1	\$430.00	8	3	396387-3	\$1150.00
MPT 5 with Semi-Automatic Fixture	396388-1	\$860.00	16	3	396388-3	\$2,300.00
MPT 5 with Integration	N/A	N/A	24	3	396389-3	\$3,000.00
MIS Bench Machine With Head	396320-1	\$430.00	8	3	396320-2	\$1150.00
Automatic Equipment						
Comp-U-Sertor II / AccuSertor 2 With Head(s)	396317-1	\$1,720.00	32	3	396317-2	\$3,500.00
AMPOMATOR CLS Model IV+	396307-1	\$1,290.00	24	3	396307-2	\$3,000.00
AMPOMATOR CLS Model IV+ W/CQM	396309-1	\$1,720.00	32	3	396309-2	\$3,500.00
AMPOMATOR System III Installation & Initial Training	396309-3	\$1,720.00	32	3	396309-4	\$3,500.00
AMPOMATOR System III Supplemental Training & Production Assistance	396309-5	\$1,290.00	24	3	396309-6	\$3,000.00
KOMAX Gamma 255 & 311	N/A	N/A	32	3	396348-3	\$3,500.00
KOMAX Gamma 333 PC	356350-1	\$1,720.00	32	3	396350-2	\$3,500.00
KOMAX Alpha 355 & 433	N/A	N/A	32	3	396351-2	\$3,500.00
KOMAX Alpha 455 with one accessory (excludes inkjet)	N/A	N/A	32	3	396367-2	\$3,500.00
KOMAX Alpha 455 with two or more accessories (excludes inkjet)	N/A	N/A	48	3	396368-2	\$5,800.00
KOMAX Alpha 455 with 1 accessory and Inkjet	N/A	N/A	48	3	396369-2	\$5,800.00
KOMAX Alpha 455 with two or more accessories and Inkjet	N/A	N/A	56	3	396370-2	\$7,000.00
KOMAX Alpha 477	N/A	N/A	32	3	396356-2	\$3,500.00
KOMAX BT700 & BT752	N/A	N/A	16	3	396364-2	\$2,300.00
KOMAX BT711 with Stripping Unit	396454-1	\$430.00	8	3	396454-2	\$1150.00
KOMAX BT722	N/A	N/A	16	3	396366-2	\$2,300.00
KOMAX Kappa 210, 220, 225, 235	396346-1	\$215.00	4	3	396346-2	\$695.00
KOMAX 26 Hot Stamp Marker	N/A	N/A	8	3	396357-2	\$1150.00
Inkjet Marker	N/A	N/A	16	3	396358-2	\$2,300.00

- In order to provide the most effective results, there are class size limits.
- Additional training courses are available upon request.

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- C. Comprehensive Service Agreement (Wire Processing Equipment)– Tyco Electronics Field Services will provide two (2), four (4), six (6), eight (8), ten (10), twelve (12), or sixteen (16) maintenance visits per the one (1) year term.
- 1). The following service agreement fees apply. Travel time will be billed at \$75.00 USD / hour plus travel expenses (including airfare, lodging, meals, fuel, and car rental) which will be billed at cost.
 - 2). Parts – List Price
 - 3). On-site response time is by appointment.

Part Number 396452-1	Pricing USD
Two (2) Maintenance Visits	\$980/Plus Parts
Four (4) Maintenance Visits	\$1,960/Plus Parts
Six (6) Maintenance Visits	\$2,940/Plus Parts
Eight (8) Maintenance Visits	\$3,920/Plus Parts
Ten (10) Maintenance Visits	\$4,900/Plus Parts
Twelve (12) Maintenance Visits	\$5,880/Plus Parts
Sixteen (16) Maintenance Visits	\$7,040/Plus Parts

NOTE: A Maintenance Visit is described as:

- A maximum four (4) regular hours within the Company workday.
- Any portion of a day equals a maintenance visit toward the Service Agreement.
- All additional time over the four (4) contract hours within Tyco workday; and/or maintenance visits exceeding the Agreement maximum will be invoiced at the Company contract hourly rate.

- D. Preventive Maintenance and/or Inspection Calibration Service Agreements (Wire Processing Equipment)
- 1). The following service agreement fees apply. Travel time will be billed at \$75.00 USD / hour plus travel expenses (including airfare, lodging, meals, fuel, and car rental) which will be billed at cost.

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

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

*Pricing in US Dollars

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Preventive Maintenance and/or Inspection Calibration Service Agreement for Leadmakers / Auto Insertion Machines, R-Cams, Champomotor 3A, etc.

# of Items Per Visit/ Total Year	Monthly			Quarterly		Semi-Annually	
	P/M Only	Insp Only	PM/Insp	Insp Only	PM/Insp	Insp Only	PM/Insp
	396441-1	396442-1	396443-1	396445-1	396446-1	396448-1	396449-1
1 Item	\$225	\$265	\$300	\$270	\$310	\$280	\$320
Yr.	\$2,700	\$3,180	\$3,600	\$1,080	\$1,240	\$560	\$640
Each Add'l Item	\$75	\$115	\$150	\$120	\$160	\$130	\$170
Yr.	\$900	\$1,380	\$1,800	\$480	\$640	\$260	\$340

*Pricing in US Dollars

E. Hand Tool Inspection / Calibration Service

- 1). The following service fees apply. Travel charges will be applied at \$75.00 / hour plus travel expenses (including airfare, lodging, meals, fuel, and car rental) which will be billed at cost.
- 2). Inspection / Calibration Service is provided on Certi-Crimp Tools only.

# of Items Per Visit/ Total Year	Monthly	Quarterly	Semi-Annually	Annually
	P/N	P/N	P/N	P/N
	396461-1	396462-1	396463-1	396464-1
12 items or less	\$480	\$510	\$570	\$630
Yr.	\$5,760	\$2,040	\$1,140	
Each Add'l Item	\$27.50	\$30	\$35	\$40
Yr.	\$330	\$120	\$70	

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F. Field Services Shut Height Gauge Calibration

Customer to send gauge P/N 679655-1 or 679655-2 and a purchase order to:

Tyco Electronics Corporation

Attn: Field Eng. M/S 161-09

100 AMP Drive

Harrisburg, PA 17112

- Calibration Charge is \$400.00 USD plus all shipping charges.
- Any repairs (parts and labor) are at additional charge.
- When calibration is complete the tool will be returned to the Customer and the purchase order processed.

G. Extended Coverage Service Agreements (Board Processing Equipment)

Company provides a variety of extended coverage service agreements. The pricing for these agreements varies based on model type, options, and configurations. To request pricing contact the Automation Tech Center at 1-888-782-3349 or 1-610-893-9680.

The parties hereby acknowledge their desire and consent that this Agreement and any documents related hereto be prepared in the English language. Les parties aux présentes ont exprimé leur désir que la présente convention ainsi que tout document y afférent soient rédigés en langue anglaise. Los partidos reconocen por este medio su deseo y consienten que este acuerdo y cualquier documento se relacionaron a esto estén preparados en la lengua inglesa.

Tyco Electronics reserves the right to change prices or any provisions of its Service Policy at any time with or without notice.