

Questions and Information

Application Tooling Field Service maintains Regional Technical Assistance Centers that provides assistance to customers with equipment and product issues and responds to information and documentation requests. When using the Technical Assistance Center, please have your customer account number, tool or machine number, serial number, product number, documentation and a description of the problem readily available to help expedite resolution.

Equipment

Application equipment may be reconditioned and may contain used parts. Hand tools and spare parts may be reconditioned.

Ownership and Use

Rented/Leased/Loaned application equipment shall remain the sole and exclusive personal property of Tyco Electronics Corporation a TE Connectivity Ltd. company ("COMPANY"). Customer shall have no title to the equipment but only the right to use the application equipment to apply product of the material, dimensions and form for which such application equipment is designed.

Customer shall be responsible for all applicable taxes including but not limited to personal property taxes. Customer shall not remove the application equipment or any part thereof from the plant to which such equipment was delivered nor permit such removal without the COMPANY's prior written consent. The right to use the application equipment is limited to the Customer and shall not be assigned, sublet, or in any way encumbered.

Installation

Installation of equipment by an authorized TE representative is recommended, but may be made by the Customer. Field Service Specialists are available upon request (at the then-current rates) to assist the Customer's personnel with initial installation and set-up of application equipment.

Proper Operation

At the time of COMPANY's delivery of application equipment to the Customer, the application equipment will comply with applicable OSHA requirements. OPERATION OF EQUIPMENT WITH SAFETY DEVICES DISABLED OR WITHOUT GUARDS CAN RESULT IN SERIOUS INJURY. The COMPANY will not be responsible for personal injury or property damage when the equipment is misused, abused or is not operated in accordance with the instructions supplied by the COMPANY.



Application Tooling Equipment Policy

Training

The COMPANY provides Customer Training programs on the proper use, maintenance and setup procedures of the application equipment, upon request, at a charge. Training programs are done at the customers' site. Customer is responsible for the cost of the class, transportation, lodging and meals. Course information and pricing is available from the Technical Assistance Center, Application Tooling Sales or Application Tooling Field Services. .

Service

After installation, the Customer shall be fully responsible for the maintenance of the equipment, including servicing, repair and replacement of damaged, worn or broken parts.

The COMPANY will be responsible for providing all labor and parts required for any warranty service. Other factory service by COMPANY personnel on application equipment is available at a charge. To request service, contact the Application Tooling Field Services Technical Assistance Center . Please provide Purchase Order Number, Customer Account Number, make, model and serial number of equipment needing service.

Expendable Parts

All necessary Customer documentation is supplied with the equipment, including a parts list identifying expendable parts. Expendable parts for most tools, machines and applicators can be purchased from the COMPANY. It is recommended that the Customer stock expendable parts. Customer shall be solely responsible for damage to application equipment resulting from the use of replacement or expendable parts not meeting COMPANY specifications.

Return of Equipment

Customer shall be responsible for returning the application equipment in normal operating condition per the applicable Customer Manual or Information Sheets, DDP Seller's designated location (reference Inco Terms 2010). Contact Application Tooling Field Service for return and evaluation instructions. Customer will be charged for missing parts and those parts that are considered beyond reasonable wear and tear.

Terms & Conditions

For a complete review of the terms and conditions governing the sale and lease of application equipment, please refer to the TE Connectivity website under "Terms & Conditions of Sale" <https://www.te.com/usa-en/policies-agreements/terms-of-use-te-com/terms-conditions-sale.html>

The COMPANY warrants that the articles delivered hereunder shall be free from defects in material, workmanship and fabrication. This WARRANTY shall extend for the period set forth herein following the date of delivery of such articles to Customer. EXCEPT FOR THE EXPRESS WARRANTY SET FORTH ABOVE, COMPANY MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED (INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE*), STATUTORY, NONINFRINGEMENT OR OTHERWISE REGARDING THE PRODUCTS.



Application Tooling **STANDARD WARRANTY SUMMARY***

Failure of Customer to submit any claim hereunder within ten (10) days following the warranty period to such articles shall be an admission by Customer and conclusive proof that such articles are in every respect as warranted and shall release the COMPANY from any and all such claims for damage or loss sustained by Customer. In the event Customer timely submits a claim for breach of WARRANTY, the parties agree that Customer's sole and exclusive remedies shall be the repair or replacement of the defective article or a refund of the price of the defective article. IN NO EVENT SHALL THE COMPANY BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

** Please refer to COMPANY's Terms and Conditions of Sale on TE website (www.te.com) under "Terms & Conditions of Sale" for complete standard warranty provisions and exceptions. Such WARRANTY is incorporated herein by reference.*

PRODUCT DURATION OF WARRANTY

APPLICATION EQUIPMENT, INCLUDING MACHINERY, APPLICATORS AND ALL ORIGINAL PARTS THEREOF, EXCEPT FOR EXPENDABLE PARTS	1 YEAR
HAND TOOLS, BOARD SINGULATION DIES, AND EXPENDABLE PARTS (i.e., THOSE PARTS DESIGNNATED BY COMPANY AS SPARE PARTS, SPARE TOOLING , RECOMMENDED SPARES, PERISHABLE TOOLING, WEARABLE TOOLING, AND THE LIKE)	90 DAYS
REPLACEMENT PARTS	90 DAYS OR REMAINING WARRANTY FOR APPLICATION EQUIPMENT WHICH INCLUDES THE REPLACED PART(S), WHICHEVER IS LONGER.
ALL OTHER PRODUCTS AND/OR SERVICES	90 DAYS

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Global Field Service

Sales • Service • Training • Installation

Technical Assistance Centers:

Asia: tefe1ap@te.com

Europe: tefe1@te.com

North America: fieldservicesnorthamerica@te.com

South America: FSE@te.com

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