



Field Engineering Service Policy

The Field Engineering Organization of Application Tooling Solutions (ATS) will offer comprehensive field service for ATS products and most other manufacturer's application equipment. This Service Policy defines the service conditions, the types of service offerings, and the service prices / fees.

1. **ATS Service Conditions**

- A. For ATS products, the Field Engineering services and the replacement of parts is based on the equipment warranty. The ATS warranty statement, listed in the ATS terms and conditions document, defines the coverage. Services and parts outside the warranty period will be offered at a fee.
- B. For other manufacturer's application equipment, services will be offered at a fee.

2. **Types of ATS 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 ATS Products, In Warranty** - Standard services performed to resolve warranty problems (i.e., defects in material, workmanship and fabrication)--NO FEE.
 - ATS 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 ATS
 - Preventive Maintenance and Inspection/Calibrations
 - Alignments and/or adjustments
 - Maintenance, installation or removal of devices not provided or authorized by ATS
 - Maintenance or repairs necessitated by accident, power failure or surge, fire, water, wind, lightening or other natural disasters
 - 2) **Standard Service for ATS 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 on 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 ATS business hours. ATS's normal business hours are 8:00 a.m. to 5:00 p.m. in the time zone of the customer account location Monday through Friday, excluding ATS-designated holidays. This service is available at a FEE.
- C. **Installations** - ATS will provide installation, set-up and training for application equipment at the customer's site, upon the Customer's request. The Customer and ATS 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** – ATS provides customers with practical training programs addressing machine operation, set-up, maintenance, inspection, and connector application. The Training



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Programs are scheduled at the Customer's site, and the Customer and ATS 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.

E. Standard Service Agreement – Under a ATS 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 ATS, defines the service conditions and typically is in effect for a minimum of one (1) year.

- Requires an annual contract initiation fee per customer account location.
- A fixed rate (per each piece of equipment) is charged for service/repairs as needed.
- On-site response time is not guaranteed.

This Agreement provides for Standard Service only, as described in section 2A.

F. Comprehensive Service Agreement - Under a ATS Comprehensive Service agreement, the customer is charged an annual service fee, which provides a specified number of maintenance visits, by ATS Field Engineering during the term of the agreement. The agreement, signed by the Customer and ATS, 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:

- Standard Service
- Installation, set-up and training of all application equipment
- Preventive Maintenance and / or Inspection Calibration Service
- Technical Assistance on ATS tooling

G. Preventive Maintenance and / or Inspection Calibration Service Agreement - This Agreement provides for periodic maintenance visits by ATS Field Engineering, to perform Preventive Maintenance and/or Inspection/Calibration Service on Hand Tools, Applicators and Bench Equipment. An agreement, signed by the Customer and ATS, defines the service conditions 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 or retaining rings and/or broken, pitted, or chipped conditions.
- Verify the Hand Tools are producing product in accordance with the application specification or instruction sheet documents (For other manufacturer's application tools, the customer must provide these documents).
- Inspect handle pressure conformance in accordance to specifications (For other manufacturer's application tools, the customer must provide these specifications).
- Identify any Hand Tools that require repair.
- Provide Customer inspection/calibration documentation.

Note: ATS remote Field Engineers are not equipped to repair Hand Tools at the customer site. Hand Tools requiring repair must be sent by the customer back to the manufacturer.

2) For Applicators and Bench Equipment the service includes:

- 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).
- 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).
- Provide Customer inspection/calibration documentation.

4. **Service Prices / Fees** - To request service; contact the ATS Field Engineering at 1-877-237-5365. It is recommended that when calling, the customer be prepared with the make, model, and serial number of equipment needing service and a Purchase Order Number when applicable.

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 ATS business hours.
- 1) \$120 per hour labor charges, \$75 per hour drive time, plus parts, and/or travel expenses including airfare, lodging, and car rental.
 - Minimum visit charge is 2 hours labor and 2 hours drive time
 - 2) 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 – Level 1	396174-2	4	\$300.00
End Feed Applicator – Level 2	396101-2	3	\$695.00
Side Feed Applicator – Level 1	396175-2	4	\$300.00
Side Feed Applicator – Level 2	396176-2	3	\$695.00
Crimp Quality Monitor – Level 1	396218-2	4	\$395.00
Crimp Quality Monitor – Level 2	396178-2	3	\$825.00
Entry Level Terminator – Level 2 only	396251-2	4	\$250.00
T-5000 Terminating Machines – Level 1	396220-2	4	\$300.00
T-5000 Terminating Machines – Level 2	396221-2	3	\$695.00

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

- D. Standard Service Agreement – ATS Field Engineering will provide standard service for applicators and bench equipment under this agreement.

396420-1 Standard Service Contract Initiation Fee.....\$250/Per Year/Per Location

396422-1 Standard Service Charge per Bench Machine.....\$150/Plus Parts

396423-1 Standard Service Charge per Applicator.....\$150/Plus Parts

- 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.

- On-site response time is not guaranteed

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

396452-1 One (1) Maintenance Visit.....\$490/Plus Parts

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



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NOTE: A Maintenance Visit is described as:

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



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A. Preventive Maintenance and/or Inspection Calibration Service Agreements

- 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.

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

B. Hand Tool Inspection / Calibration Service

- 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.
- 3) Inspection / Calibration Service is provided on Certi-Crimp Tools only.

# of Items Per Visit	Monthly			Quarterly			Semi-Annually			Annually		
	P/N	Per Visit	Total Year	P/N	Per Visit	Total Year	P/N	Per Visit	Total Year	P/N	Per Visit	Total Year
	X-396461- X			X-396462- X			X-396463-X			X-396464- X		
12 or less	1-396461-2	\$450	\$5,400	1-396462-2	\$480	\$1,920	1-396463-2	\$510	\$1,020	1-396464-2	\$540	\$540
Each Add'l Item		\$25	\$300		\$27.50	\$110		\$30	\$60		\$35	\$35

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