



Repair Dear Valued Customer,

Below is the Molex repair process as it applies to Molex Application Tooling equipment.

Repair process for Hand Tools:

Molex does not repair hand tools nor does Molex recommend a company that will repair hand tools. Many years ago Molex had a company that would repair hand tools but there were so few repairs that the company no longer wanted to provide this service. Any repair parts offer by Molex for hand tools are field replaceable by the customer.

Overall on hand tools repairs:

- Hand tools have a limited amount of items that can be replaced
- Generally there are two springs and the locator can be replaced
- Molex offers repair kits for some hand tools otherwise it is just the two springs and a locator which are listed in the ATS document for each hand tool that can be replaced / repaired.

Hand tools frames are made in large production runs and the cost of a hand tool is not driven by the frame but by the individual die sets. In the end, if the handle is broken Molex does not offer the frame for sale as it would be appropriate to get a new tool. This helps protect against quality issues due to the frame is breaking down. In most cases, Molex does not offer the die sets for replacement in the hand tools because if the die set is worn, the frame is most likely close to or in need of replacement. This reduces the risk of future quality issues and risks for both the customer and Molex.

Repair Process for Applicators and Presses:

Applicators and presses can be repaired by Molex for most issues. However, prior to issuing a repair ticket, Molex requires a trained technician to call the customer by phone to walk through the issue. In many cases it can be an equipment set-up issue and by discussing with a Molex technician the customer can be back up and processing in a short period of time because potentially just a few adjustments were required. Molex wants to avoid equipment coming back to Molex when it is not truly required and could be used in production immediately. Once it is determined the equipment needs to be returned, Molex will gather the customer's basic information along with their e-mail information. An e-mail will be sent to the customer, generally within 4 hours of the call (depending on current time). This e-mail will include instructions on what is needed for the return to evaluate the tool.





Here is a partial overview on what the e-mail will include and customer's responsibilities:

- **Repair Information**
 - Molex Repair # - Molex will assign a number
 - Molex Tool # - xxxxx-xxxx
 - Molex Lease # - If applicable
 - Molex contact person and phone number

- **Customer Request**
 - Customer Company - Name
 - Customer Contact - Persons name
 - Commitment - Customer to approve quote if applicable prior to any repair being started

- **Required process to ship the tool back to Molex Incorporate**
 - **Applicators**
 - Protect tooling during shipping by insuring upper and lower tooling do not contact each other
 - Include as appropriate:
 - Crimp samples
 - Terminal housings
 - Pre-stripper wire
 - 24" strip of undamaged terminals
 - **Presses**
 - Guards must be shipped with press in OEM condition
 - Guards that are modified will not be returned
 - No guard shipped, Molex require to provide a new guard and charge the customer
 - OSHA is the driving force about the modified guards not being returned and adding guarding if not supplied by the customer
 - **Recommended Shipping Carriers**
 - Hand Tools - UPS
 - Applicator - UPS
 - Presses - UPS
 - **Shipping labels**
 - Repair number assigned **MUST** appear on the outside of the shipping box for the tool
 - Putting the repair number in multiple spots is highly recommended
 - Please ship the tool back the following location:
 - Molex Tooling Group
 - 2200 Wellington Court
 - Lisle, IL 60532 USD
 - Attn: Repair Number (the one Molex assigned at the top of the e-mail)

- **Factors for Time to Repair and Returned Equipment to the Customer**
 - Tools arrive without shipping damage (package all tooling to be returned carefully)
 - Pre-approving the repair is faster than requesting a quote
 - Send payment as soon as the Molex evaluation is provided (this is a big delay if not done timely)
 - Molex cannot return the tooling until payment is made
 - Molex will advise if PO or company check required
 - Customer pays for shipping to Molex
 - Molex will return ship at Molex's expense with the same method shipped to Molex
 - Molex does not debate on the front-end of any evaluation / repair who is at fault; we agree to pay for shipping back to the customer using the same method the customer paid to ship the tool back to Molex. This is Molex's commitment to the customer.



- **Molex upon receipt and evaluation of the equipment will:**
 - **Contact the customer and advise to the customers' financial responsibility, if any, PRIOR to any work being started or completed.**
 - **The customer must agree to any charges and supply either:**
 - **PO if the customer is setup as a tooling only account or direct**
 - **Company check**
 - **Upon payment Molex will return the repaired / adjusted equipment to the proper address**
 - **Molex pays shipping back to customer**
 - **Molex will use same shipping terms**

Molex is committed to supplying the highest quality tooling for the industry. Molex has a detailed quality process to ensure the tools supplied meet the Molex critical design and test specifications plus the Molex overall quality standards, prior to leaving the Molex facility.

Now and again equipment is in need of an evaluation and or repair. Molex is committed to making this process as easy as possible.

Thank you for your business and if you have any questions please contact your local Molex representative or the Molex Customer Service group in your region.

Best Regards,

Molex Application Tooling