

Tool Evaluation and Repair Process

This document describes the tool evaluation and repair process that applies to Molex Application Tooling equipment.

Evaluation Process for Hand Crimp Tools

Molex will work with customers who have hand tool crimp quality issues to help identify the issue (first through correspondence either by phone or email). If the issue cannot be identified through correspondence, Molex will ask the customer to return the tool, following the rules of the evaluation process explained below.

Molex does not:

- Repair hand tools
- Recommend a company that will repair hand tools

To help prevent ongoing or future hand tool crimp-quality issues, Molex does not:

- Offer hand tool frames for sale
 - It is most appropriate to replace the entire hand tool.
- Offer replacement hand tool die sets
 - The die set is what drives the complete cost of a hand tool.
 - By the time the die set is worn or damaged, the hand tool frame is close to or in need of replacement.

Generally, the following hand tool repair parts offered by Molex are field replaceable by the customer:

- Springs
- Locator(s)

Evaluation Process for Crimp Applicators and Presses:

Molex can typically help customers resolve most issues with a Molex applicator or press over the phone or through email.

Molex requires that a trained technician speak with customers to discuss, troubleshoot and potentially resolve the issue prior to:

- Issuing an evaluation ticket
- Asking the customer to send the tool or press to Molex for evaluation

This process helps the customer get their applicator or press back in production as quickly as possible.

Molex wants to avoid customers shipping equipment (spending time and money) when:

- It is not truly required.
- We could help get the tool back in production within minutes instead of days.

If it is determined that the equipment must be returned:

Molex will gather the following customer information:

- Company name and ship-to address
- Contact person and email address
- Tool part number and serial number
- Lease number (if applicable)
- Brief description of the problem

Molex will email to the customer, generally within four hours of the call (depending on current time and global customer location), with instructions to send in a tool for evaluation.

The email will include the following:

Customer Tool and Molex Contact Information

- Molex evaluation # – Molex will assign a number
- Molex tool # – xxxxx-xxxx
- Molex lease # – if applicable
- Molex contact person and phone number

Customer Information

- Customer company – name
- Customer contact – person’s name
- Commitment – customer must approve the quote if applicable prior to any repair being started

Required Processes to Ship the Tools Back to Molex

- Applicators
 - Protect tooling during shipping by ensuring upper and lower tooling do not contact each other
 - Include the following in the shipping package:
 - 100% of the applicator parts*
 - Some crimp samples showing the issue the customer would have evaluated*
 - Customer’s terminal housings (if applicable)*
 - Customer’s pre-stripped wire*
 - 24” strip of undamaged customer terminals*
- Presses
 - Include the following in the shipping package:
 - 100% of the press parts*
 - Complete guarding*
 - Foot pedal*
 - Guards that are received modified from OEM condition will not be returned

- If no guard is received with the press, Molex will require that the customer purchase a new guard to be installed and returned with the press

OSHA is the driving force behind

- » Modified guards not being returned to the customer
- » Preventing Molex from shipping any press without an OEM guard

• Recommended Shipping Carriers

- Hand tools – Fed-Ex or UPS
- Applicators – Fed-Ex or UPS
- Presses – Over-the-road truck carrier, because of weight

• Shipping Labels

- The evaluation number (supplied by Molex) MUST appear on the outside of the shipping package for all Molex applicators or presses being sent to Molex for evaluation

Failure to clearly mark the evaluation number on the outside of the shipping package could drastically delay the turnaround time of the evaluation (Molex will not be responsible for this delay).

It is also recommended that that customer put the evaluation number in multiple spots on the outside of the shipping package to help speed up the identification process when it is received at Molex.

- Please ship the tool(s) back the following location:
Molex Application Tooling, 3 Sammons Court, Bolingbrook, IL 60440 USA. Attn: Evaluation Number (the one Molex assigned at the top of the email)

Things a customer can do to expedite the turnaround time of evaluations are as follows:

Applicators or presses arrive without shipping damage

- Please package all tooling to be evaluated properly to ensure damage-free shipment

Pre-approving a potential repair's maximum charge

- This is much faster than requesting a quote and waiting for a customer response.

Sending payment as soon as the Molex evaluation is provided

- Not doing so can cause a significant delay in turnaround time, if not done immediately
- Molex will not return an evaluation until full payment is received

Molex will advise the customer if a PO number or company-issued check is required for payment.

Customer pays for shipping the press or applicator to Molex for evaluation.

Molex will not debate who is at fault on the front end of any evaluation.

Molex Customer Commitment

Upon receipt and evaluation of the equipment, Molex will:

Contact the customer and advise the customer of their financial responsibility, if any, PRIOR to any work being started or completed.

The customer must agree to any charges and supply either:

- P.O. – if the customer is set up as a Molex-direct account
- Company check

Upon receipt of payment, Molex will return the evaluated and adjusted or repaired equipment to the supplied customer address.

Molex will pay to return-ship the applicator or press to the customer via the same method the customer chose to pay to ship the tool back to Molex.

Molex is committed to supplying the highest-quality tooling to our customers. Molex has a detailed quality process to ensure the tools we ship meet the Molex critical design and test specifications, plus the Molex overall quality standards, prior to leaving the company's facility.

Whenever customer equipment may need evaluation or repair, Molex is committed to making the process as easy as possible for the customer.

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

Molex Application Tooling

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www.molex.com/applicationtooling

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