

Service Department

Contact details customer

Please complete this form and send with splicers

Company
Name
Mobile Number
E-mail
PO REFERENCE

Type and serial number

Please fill in all info: splicer and cleaver separately

	Model No.	Serial Number	Detail Problem		
1					
2					
3	Accessories mounted or included				
	ADC	DCC CORD	COOLING PLATE	CLEAVER BOX	OTHER: (please describe)
	BTR	CD-ROM	ELECTRODES	DUST BOX	
	POWER CORD	USB CORD	FIBRE CLAMPS	FIBER COLLECTOR	

Price list

PLEASE SELECT THE SERVICE REQUIRED (check price list)

	MAINTENANCE CHARGE GUIDELINE	PRICE GUIDELINE
	Full Annual Service : FSM-12S/22S/41S/60S/62S/62S+/70S/70S+/90S	€ 625,00
	Full Annual Service : FSM-12S/22S/41S/60S/62S/62S+/70S/70S+/90S	€ 625,00 + € 53,40 (service + electrodes)
	Full Annual Service : Maintenance - Cleaver CT-06/08/30	€ 125,00
	Full Annual Service : Maintenance - Cleaver CT-50	€ 175,00
	Full Annual Service: Maintenance - Cleaver CT-06/08/30	€ 125,00 + € 80,00 (service + cleave blade)
	Full Annual Service: Maintenance - Cleaver CT-50	€ 175,00 + € 80,00 (service + cleave blade)
	REPAIR CHARGE GUIDELINE	PRICE GUIDELINE
	INSPECTION FEE	€ 150,00

Date:

Signature:

Extra Info

Full Annual Service Splicers includes:	Full Annual Service Cleavers CT-06/08/30 includes:	Full Annual Service Cleavers CT-50 includes:
Software upgrade Cleaning lenses Cleaning Calibration Calibration camera Test splicing Setting X + Y position "Home" Fiber discrimination Labour cost	Cleaning Cleaning Clamps + fiber plate (v-groove) Cleaning inside base Adjust and calibrate cleaver blade + clamp arms + lever Cleaning + adjusting the bearing Cleaning fiber scrap collector Test and calibrating final testing Labour cost	Cleaning Software update (ct50) (led inspection, motor inspection, blade position adjustment) Cleaning Clamps + fiber plate (v-groove) Cleaning inside base Adjust and calibrate cleaver blade + clamp arms + lever Cleaning + adjusting the bearing Cleaning fiber scrap collector Test and calibrating final testing Labour cost

Inspection fee

Fixed fee of €150, including max. 2 hours of inspection. This fee will only be charged in case of no repair.

Repair work

Repair work rate is €100/h

General conditions

- After termination of repair a service calibration record is made including several checks:
 - Annual maintenance
 - Visual Damage
 - Arc count
 - Splice condition
 - Splice result
- Consumable cost can be added to the service repair. e.g. screws, ball bearings,... with a maximum of €7,5 per service.
- Full annual service contains 4hrs work. If additional work is needed an additional repair rate of €100/h will be charged.
- A full annual service per year is recommended. If extra service is needed in the same year a cost of €450/service will be charged.
- The estimated duration of a service call will be confirmed as from the moment a PO number is known.
- A service call cannot be completed without a PO number.
- Splicers must be brought in in the original yellow cases. Devices that arrive in cardboard boxes will be returned to the customer. For cleavers that do not arrive in the original box, a new box will be charged.
- If cleaver is brought in with the splicer but not mentioned separately on the service sheet, it will be serviced and charged.

Warranty

Factory warranty is 2 years for fusion splicer and cleaver (if used correctly).

Warranty Period for repairing parts:

- 0 to 12 months: Optical Fiber Cleaver or Ribbon Fiber Stripper
- 0 to 24 months: Electric parts (Heater, Motor, LCD monitor, Camera FPC etc.) or Electric unit including electric parts
- 0 to 36 months: Other parts not mentioned above

Warranty Period for labour cost:

- 0 to 24 months: Within warranty for labour cost
- After 25 months: Out of warranty for labour cost

The warranty does not cover consumables, such as electrodes, battery, blade, sponge rubber etc. Routine splicer servicing or cleaning is not covered under warranty.

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 tomorrow**