

CAMPLEX® FIBER OPTIC CABLE REPAIR FORM

Markertek is an Authorized Custom and Repair Facility for Complex Certified LEMO, Neutrik opticalCON, DRAGONFLY, opticalCON LITE, QPC Expanded Beam and TFOCA, and Canare Fiber Optic Cable Assemblies

TERMS & CONDITIONS

1. No repairs will commence without written consent from the customer in the form of a Purchase Order or Signed Quotation. Replacement parts, connectors, shells, boots, dust caps, marking rings, etc. will be listed individually on the estimate.
2. Final diagnostics are available upon request of cable repair including End Face Geometry Scan of Polished end face (GR-326- CORE compliance), Return Loss and Insertion Loss reports for each connector.
3. All completed work will carry a 1-Year Warranty under proper customer care and maintenance.
4. A record will be kept on our server for future reference and to allow the cross referencing of our database to the client's asset register.
5. Production of approved paid in full repairs will be scheduled based on current lead times.
6. Inspection and quote will be completed within 10 business days upon receipt of cable.
7. We reserve the right to charge storage fees for cables that are not approved for repair after 30 days of customer notice.
After 90 days, we reserve the right to dispose of/or return the cable at the customer's expense.

INITIAL HERE

NOTE: See Labor Fees on page 2. Necessary parts are billed separately and will be noted on written repair estimates. All quotes are subject to diagnostic inspection. Cables that are damaged beyond standard testing interface may require additional diagnostic fees.

SAFETY TERMS To be signed PRIOR to all repairs

To ensure the safety of our colleagues, transport personnel, and employees performing inspection, repairs or disposal on this equipment, we reserve the right to reject products that may be considered hazardous or was used in such environments that may contain contaminants described below. In addition, by signing this document you acknowledge that, to the best of your knowledge and that of your colleagues, this cable is free from all potential contaminations such as but not limited to:

Acids/Caustics, Asbestos, Biological, Carcinogens, Chemical, Contaminated Soil, Corrosives, Dusts/Mists, Explosives, Flammable Materials, Irritants, Mutagens, Oils, Poison, Radiation, Solvents, Teratogens, Human and Animal Wastes.

SIGNATURE: _____ DATE: _____

CABLE INFORMATION

Where has the cable been used? (i.e. football field, 'dirty job' site location, indoor studio, ENG, live event, etc)	
Describe the symptoms/damages.	
Were the cables cleaned and tested with a VFL, OTDR, power meter or something else? Describe.	
How many cables are being returned?	

CUSTOMER CONTACT INFORMATION



Company: _____	Physical Address: _____
Contact Name: _____	_____
Telephone: _____	Customer # _____
Email: _____	Return By Date: _____

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Labor Only Fees For Fiber Optic Cleaning & Repair

- Cables received in poor condition that require special handling prior to inspection will be billed and require payment prior to any repair diagnostics and quotes being generated. -

Fiber Repair LABOR Schedule

Part No.	Description	LABOR Fee	Process Detail
HF-FIBER-HANDLE	Jacket Inspection Winding/Storage Fee of Long Length Cables -----	\$0.10 per foot	<ol style="list-style-type: none"> Inspect cable outer jacket and confirm jacket integrity Properly wind and store maintaining proper bend radius Long length cables sent without reels will require on site storage. If cables are received on a cable reel, this fee may be waived Additional fee for handling cables poorly coiled and stored, \$0.10 per foot Further additional fees will be charged when cables received are dirty and require cleaning prior to handling and inspection. We reserve the rights to reject cables received in unmanageable or poor condition. <p>If cables require handling prior to formal inspection, initial fees will be quoted and must be paid in full prior to actual diagnostic quoting and before any repairs are initiated.</p>  <p>Example of cable, as received by customer, requiring cleaning.</p>  <p>Example of cable, as received by customer, requiring recoiling and untangling.</p>
	Additional Fee for Cables Received in a Tangled Mess -----	\$0.10 per foot	
	Additional Fee for Cables Received Dirty or Requiring Additional Handling Beyond the Norm	\$0.10 per foot	
HF-FIBER-CLEAN	Fiber Cleaning	\$50.00	Cleaning will be conducted when this is determined to be the only issue with the cable(s)
HF-SMPTE-REPAIR HF-OC-REPAIR HF-XB-REPAIR	Repair Existing Connector and Contacts	\$125.00 per end	<ol style="list-style-type: none"> Disassemble connector Replace, terminate, and polish new contacts and electricals to UPC standards via 1u Diamond Film and Silicon Dioxide Final Film processes Reuse customer shells (when applicable) Test connector ends by performing optical and electrical tests using OTDR and ORL equipment
HF-SMPTE-REPLACE HF-OC-REPLACE HF-XB-REPLACE	Complete Rebuild of Cable and Connector End(s)	\$150.00 per end	<ol style="list-style-type: none"> Disassemble connector Terminate, and polish new contacts and electricals to UPC standards via 1u Diamond Film and Silicon Dioxide Final Film processes Reuse shell and connector components Test connector ends by performing optical and electrical tests using OTDR and ORL equipment
HF-FIBER-INSPECT	Inspection Testing Reporting Results & Quotation to Customer	\$50.00	<ol style="list-style-type: none"> Both connector ends visually inspected and tested Conduct optical and electrical tests using OTDR and ORL equipment Record results, visual scope inspection, and RL/IL data for reference Document recommended cable repair including required parts Customer is provided with a copy of the test report and repair estimate
HF-FIBER-POLISH	ST / LC / SC Connector Polishing	\$5.00 to \$10.00 per channel end	<ol style="list-style-type: none"> Polish contacts to UPC standards via 1u Diamond Film and Silicon Dioxide Final Film processes Test connector ends by performing optical and electrical tests using OTDR and ORL equipment
HF-FIBER-REPAIR	Replace Existing Connector and Contacts Broken Close to Connector	\$10.00 to \$15.00 per channel end	<ol style="list-style-type: none"> Replace and polish contacts to UPC standards via 1u Diamond Film and Silicon Dioxide Final Film processes Test connector ends by performing optical and electrical tests using OTDR and ORL equipment
HF-FIBER-REPLACE	Replace Existing Connector and Contacts Broken Close to Overall Jacket	\$15.00 to \$20.00 per channel end	<ol style="list-style-type: none"> Rebuild fanout and termination of all contacts to create an equal length fanout Replace and polish contacts to UPC standards via 1u Diamond Film and Silicon Dioxide Final Film processes Test connector ends by performing optical and electrical tests using OTDR and ORL equipment

Note: EXPANDED BEAM AND TFOCA REPAIRS:

Complex / Markertek/ Tecnac / Tower products is currently certified to repair and build expanded beam and other hermaphroditic fiber connectors (as well as LEMO, Canare, OpticalCON, DRAGONFLY, and ST/LC/SC and FC fiber cables).

We can test and diagnose the majority of 2,4,12 fiber expanded beam and Hermaphroditic cables such as HMA, TFOCA, HMC, MX and others(MIL-DTL-83526/16, MIL-DTL-83526/17, MIL-DTL-83526/20, MIL-DTL-83526/21, MIL-DTL-83526). We can replace any connectors that fail QC with equivalent connectors. Should you have a fiber cable that is damaged mid we can cut the cable and reterminate the cable to make it fully functional. However- since there are many manufacturers of these types of connectors we cannot guarantee ability to repair all makes and models and may require replacement should tooling or parts not be available. Please contact sales@camplex.com for any additional concerns or questions.

**** There is a \$25 minimum fee for LC/ST/SC repairs and a \$50 minimum fee for opticalCON and SMPTE repairs ****

Please complete, initial, sign, and date page 1. Email to Markertek: sales@markertek.com, with attention to your sales representative.