

# SUMITOMO SERVICE

To enhance your manufacturer's warranty and make sure your fusion splicer is always functioning correctly, Networks Centre are now able to offer a 3 year service contract for Sumitomo T71 and T72 fusion splicers along with Sumitomo FC6 cleavers.

For more information, speak to your account manager.



All Sumitomo fusion splicers supplied by Networks Centre are delivered with a return to base, 3 year manufacturer's warranty. To enhance this manufacturer's warranty and make sure your fusion splicer is always functioning correctly, Networks Centre are now able to offer a 3 year service contract for Sumitomo T71 and T72 fusion splicers along with Sumitomo FC6 cleavers.

The service contract will cover 3 scheduled services approximately 12 months apart. The service will cover the following:

- Deep clean of entire unit
- LED's
- Camera clean
- Electrode replacement
- Software update as appropriate
- Machine functionality check, focus errors, motor errors, heat shrink oven check
- All carriage charges to collect the customer splicer and deliver back once service complete.
- Fibre guides
- Fusion arc check
- Splicer fibre clamps
- Cleaver deep clean
- Cleaver fibre clamp pad

First service will be due 12 months from purchase date, each subsequent service at 12 month intervals to be agreed, the last service to be a minimum 4 weeks before the end of the warranty period.

Networks Centre will contact the customer approx. 4 weeks prior to the agreed service date to arrange collection.

Service will be completed within 5 days after receipt and returned to customer advised delivery address.

Any parts found to be broken due to misuse will be highlighted to the customer. If required, we will arrange for a quote to be issued for replacement and arrange with Sumitomo.

Should the splicer prove to have a fault and need to be returned to Sumitomo for assessment, we will contact the customer for their written acceptance. Following assessment, there may be a requirement for additional charges and a PO will be requested to carry out the work. A revised expected return date for the splicer would also be quoted at this time.

Phone support will be available to help identify issues that may occur on site.

Servicing doesn't cover wear & tear e.g. to decals, replacement carry straps, carry case etc. A condition report will be provided along with a list of anything that should be considered replacing.

**Networks Centre standard terms and conditions apply.**