# FIBER OPTIC CABLE REPAIR FORM

Repair your Fiber Optic Cable Assemblies with Camplex's Certified LEMO, Neutrik opticalCON, DRAGONFLY, opticalCON LITE, QPC Expanded Beam and TFOCA, and Canare Fiber Optic Technicians

## 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.

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**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:_____

# FIBER OPTIC CABLE REPAIR FORM

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<br>Winding/Storage Fee of Long Length Cables<br>----------<br>Additional Fee for Cables Received in a Tangled Mess<br>----------<br>Additional Fee for Cables Received Dirty or Requiring Additional Handling Beyond the Norm | $0.10 per foot<br><br>$0.10 per foot<br><br>$0.10 per foot | 1. Inspect cable outer jacket and confirm jacket integrity<br>2. Properly wind and store maintaining proper bend radius<br>3. Long length cables sent without reels will require on site storage. If cables are received on a cable reel, this fee may be waived<br>4. Additional fee for handling cables poorly coiled and stored, $0.10 per foot<br>5. 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.<br><br>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.<br>  Example of cable, as received by customer, requiring cleaning.<br>  Example of cable, as received by customer, requiring recoiling and untangling. |
| 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<br>HF-OC-REPAIR<br>HF-XB-REPAIR | Repair Existing Connector and Contacts | $125.00 per end | 1. Disassemble connector<br>2. Replace, terminate, and polish new contacts and electricals to UPC standards via 1u Diamond Film and Silicon Dioxide Final Film processes<br>3. Reuse customer shells (when applicable)<br>4. Test connector ends by performing optical and electrical tests using OTDR and ORL equipment |
| HF-SMPTE-REPLACE<br>HF-OC-REPLACE<br>HF-XB-REPLACE | Complete Rebuild of Cable and Connector End(s) | $150.00 per end | 1. Disassemble connector<br>2. Terminate, and polish new contacts and electricals to UPC standards via 1u Diamond Film and Silicon Dioxide Final Film processes<br>3. Reuse shell and connector components<br>4. Test connector ends by performing optical and electrical tests using OTDR and ORL equipment |
| HF-FIBER-INSPECT | MTP<br>TFOCA<br>- 2-4 Channels<br>- 12-24 Channels<br>Expanded Beam<br>LEMO/Canare SMPTE<br>Neutrik OpticalCON Quad & Duo<br>Tactical (ST/LC/SC)<br>- 2-6 Channels<br>- 8-12 Channels<br>- 24 Channels | $150.00<br><br>$75.00<br>$100.00<br>$75.00<br>$75.00<br>$75.00<br><br>$50.00<br>$75.00<br>$100.00 | 1. Both connector ends visually inspected and tested<br>2. Conduct optical and electrical tests using OTDR and ORL equipment<br>3. Record results, visual scope inspection, and RL/IL data for reference<br>4. Document recommended cable repair including required parts<br>5. Customer is provided with a copy of the test report and repair estimate |
| HF-FIBER-REPLACE | Replace Existing Connector and Contacts Broken Close to Overall Jacket | $15.00 to $20.00 per channel end | 1. Rebuild fanout and termination of all contacts to create an equal length fanout<br>2. Replace and polish contacts to UPC standards via 1u Diamond Film and Silicon Dioxide Final Film processes<br>3. Test connector ends by performing optical and electrical tests using OTDR and ORL equipment |

**Note:** EXPANDED BEAM AND TFOCA REPAIRS:
Camplex / 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.

****** The minimum repair charge is identified by the inspection fee, should a cable be requested, returned, unrepaired the minimum fee will be charged ******

**Please complete, initial, sign, and date page 1. Email to Camplex: sales@camplex.com**