

General Instructions and Guidelines

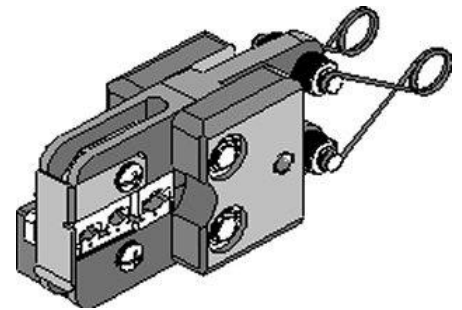
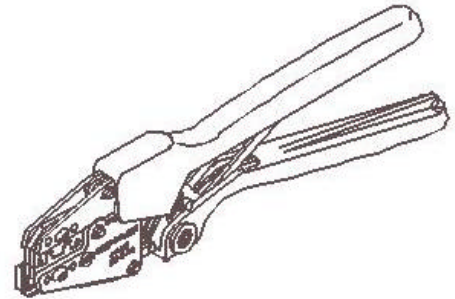


Tool Repair and Calibration Information Hand Tool and AT-Head

To reduce repair time and better meet customer needs, Molex has decided to outsource hand and air tool repair and calibration services to our preferred supplier, QEM, Inc.

QEM has been a supplier to Molex for many years, and maintains a strong commitment to high quality in all aspects of their business. This new repair and calibration arrangement will continue to provide customers with the same high quality services for their tooling needs.

- n QEM is responsible for a segment of the Molex hand tool family offering. Not all of Molex hand tools are repairable, and not all should be sent to QEM. Please review the QEM website for detailed tool information.
- n QEM is qualified to calibrate hand tools to the proper pin gauge setting and handle load pressure for Molex tools.
- n QEM is limited as to what they can repair on hand or air tools. Repairs are limited to the parts included in the repair kit.
- n Hand and air tool repair kits are available through Molex for customers who would like to repair their own tools. These kits can be found on the Molex website and are tool specific.
- n Repair kit information can be found on the Molex data page for the specific hand and air tool part numbers on the Molex website.
- n Please review the QEM web site at <http://www.qem.biz/> for information on standard charges and procedures.



QEM, Inc. Contact Information

To begin the process of repair or calibration, please click on the blue link below and complete the proper form:
<http://www.qem.biz/>

For questions, please contact QEM, Inc. at:
6513 116th Avenue North
Largo, Florida 33773-3735
Tel: 727-545-8833
Fax: 727-545-5933



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