

Repair Service Instructions for CRS Electronic Crimper

Trajan Scientific and Medical offer a repair service for electronic crimpers and decappers that are no longer performing as expected. The standard turnaround time at Trajan Louisville is 5 working days plus shipping time. Eligible products for repair are listed below.

5A08C0	Electronic Crimper Tool 8 mm	5A20F0	Electronic Flip Off Crimper Tool 20 mm
5A11C0	Electronic Crimper Tool 11 mm	5A11D0	Electronic Decapper Tool 11 mm
5A13C0	Electronic Crimper Tool 13 mm	5A13D0	Electronic Decapper Tool 13 mm
5A20C0	Electronic Crimper Tool 20 mm	5A20D0	Electronic Decapper Tool 20 mm
5A13F0	Electronic Flip Off Crimper Tool 13 mm	5AHPS0	Electronic Crimping Tool HPS
6A08C0	Model 6 Battery Powered Crimper, 8 mm	6A20C0	Model 6 Battery Powered Crimper, 20 mm
6A11C0	Model 6 Battery Powered Crimper, 11 mm	6A20D0	Model 6 Battery Powered Decapper, 20 mm
6A11D0	Model 6 Battery Powered Decapper, 11 mm	6A20F0	Model 6 Battery Powered Crimper, 20 mm Flip-off
6A13C0	Model 6 Battery Powered Crimper, 13 mm	6AHPS0	Electronic Crimping Tool HPS
6A13D0	Model 6 Battery Powered Crimper, 13 mm Flip-off		

For products less than two years old, shipping and repair of the product is free of charge.

For products more than two years old, there is a service charge per part, this service charge does not include shipment of damaged goods back to Trajan. Shipment of repaired goods to the customer via Fedex economy (or equivalent) is covered by the service charge.

To use this service, please follow the steps below.

1. Complete the Trajan decontamination form (FM809-3) and provide a copy to your local Trajan office. You will also receive an RMA number at this time.
The Trajan decontamination form (FM809-3) can be found at <https://www.trajanscimed.com/products/fm809-3>
2. After receiving the RMA number from a Trajan office, ship the product and completed decontamination form to:
*Trajan Louisville
2601 Technology
Drive Louisville, KY
40299 USA
Tel. 502-491-6300*

If returning a battery-operated tool, do not return the old battery or battery charger unless requested. The repaired unit will include a new battery and charger.

If you are returning an Electronic Crimping Tool HPS, do not return the jaw sets(s) or power supply.

Chemical Hygiene / BioHazard Statement

Trajan Scientific and Medical cannot accept the return of any product that has been used with infectious microbiological, radioactive or other materials that may be deemed to be hazardous. Please complete the decontamination return form and include a completed hard copy in your package being returned. Any returned product received without a signed decontamination form may be refused servicing.