



FIELD SERVICE SOLUTIONS ACROSS NORTH AMERICA

SUPPORTING SUCCESSFUL PRODUCT
INSTALLATIONS: THE FIRST TIME, EVERY TIME

YOUR NETWORK IS ONLY AS RELIABLE AS YOUR PRODUCT INSTALLATION

Our Field Service Solutions make every connection count

Your mission: Improve grid reliability and keep costs low. Correct installation of products in your network is key to achieving reliability. TE Connectivity (TE) can help. We support the correct installation of our products, the first time, every time.

Why is this so critical? 50% of medium voltage cable accessory failures are due to installation errors. That adds up to significant costs that you can avoid.



Reduce your risk and assure successful installation by:

- Training your installers on new cables and products
- Making sure your tooling receives proper maintenance and your installers are trained on their use
- Assessing your installer competence to understand abilities
- Utilizing supervision to tackle real on-the-job issues
- Requiring a skilled person or team to complete the installation when the task is beyond your competence
- Getting in-field testing and commissioning testing to check the health of your recent installation work

Reducing installation errors impacts more than your bottom line.

When the power goes out, the stress intensifies for all stakeholders involved. Fewer network outages and repairs due to errors mean your network maintains peak availability and customers stay satisfied.

UP TO **\$150,000**

THE REPLACEMENT COST OF A SINGLE MEDIUM VOLTAGE SPLICE

50%+

OF THE MEDIUM VOLTAGE CABLE ACCESSORIES FAILURES ARE CAUSED BY INSTALLATION ERRORS

INSTALLATION CHALLENGES MEET DEPENDABLE FIELD SERVICE SOLUTIONS

You want long-term product performance and grid reliability. We're ready to support you with installation training of our products, AMPACT tooling training and maintenance, competency assessments, supervision, installation services and cable accessories in-field testing.

INSTALLATION TRAINING

Get the most out of our products. We provide installation training for our Raychem medium and high voltage cable accessories, wildlife and asset protection solutions including hot sticking training, and AMPACT overhead connectors. Grow your team by developing your in-house trainer with our Train the Trainer Program.

AMPACT CONNECTOR TOOLING SUPPORT

We can assist to keep your AMPACT tooling in prime condition through maintenance and repair - on-site or remotely. We also provide hot stick training, In-line Disconnect (ILD) Switch installation demos, and supervision to make sure tools are used safely.

CERTIFICATION THROUGH COMPETENCY ASSESSMENT

Ensuring that your team is enabled to perform high quality installations help you to reduce the risk of incorrect installation. We provide cable theory and practical assessment of competence required to install our cable accessories.

SUPERVISION

Even the most experienced installers come across products that stretch their skillset. Our supervision services help validate correct installation and avoid costly errors.

INSTALLATION SERVICES

Our experienced certified high voltage technicians are ready to step in when needed. For tackling projects small or large, our reliable experts provide installation services on our high voltage products from 69 kV to 230 kV.

CABLE ACCESSORIES IN-FIELD TESTING

Want to find products that are going to fail due to installation error? Need to evaluate aged and new systems?

5/8 kV up to 42 kV

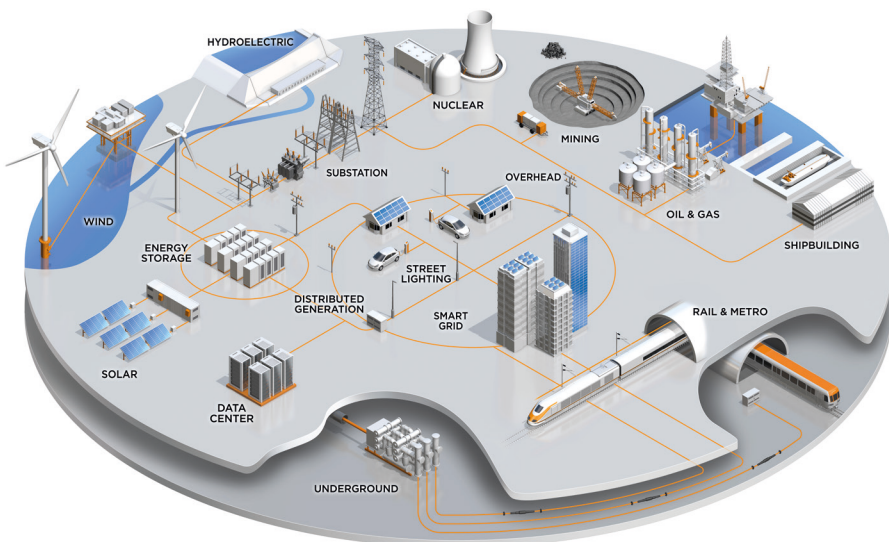
We provide the following on-site testing services, Partial Discharge, VLF AC Withstand and Tan Delta for Medium-Voltage Power Cable Systems. If needed, we can also provide emergency restoration services onsite. Our MV testing trailer is equipped with TE's IEEE & IEC medium voltage cable accessories products.

46 kV up to 230 kV

We provide on-site testing and commissioning testing for cable accessories up to 230 kV.

ONE CONNECTIVITY PARTNER WITH INSTALLATION TRAINING AND FIELD SERVICE SOLUTIONS.

From generation, to transmission, to distribution, to wherever energy is needed.



MAKE OUR EXPERTISE PART OF YOUR TEAM

Every year our North America Field Service Team trains over 3,000 people. Their expertise goes way beyond training.

Our experts can identify and understand your installation issues and give real insight because they are ex-linemen or underground splicers with an average of 20+ years of field experience.

They are professionals skilled in overhead and underground electrical construction and are regularly assisting customers in the field with supervision, installation and testing.

Training when and where you need it

We provide flexible installation training and customized services designed to work for you:

- At our Training Center in Fuquay-Varina, North Carolina, USA
- At your location
- At our distributors' location



NEED MORE THAN UPSKILLING TRAINING AND ASSESSMENT OF YOUR INSTALLERS?

Contact us to learn more about our ability to supervise, install and test at the installation site.

EXPERTISE YOU CAN COUNT ON.

15+ YEARS

INSTALLER ASSESSMENT
EXPERIENCE

20+ YEARS

ELECTRICAL INDUSTRY
FIELD EXPERIENCE

30+ YEARS

CABLE ACCESSORIES
TRAINING EXPERIENCE

60+ YEARS

MATERIAL SCIENCE
EXPERIENCE

CASE STUDY: RESTORING POWER TO A NORTH CAROLINA ISLAND AFTER A MAJOR OUTAGE

The Challenge

Restoring power to an island-based community after accidental damage to the underground supply left the islands without any power. Such situations are notoriously difficult to resolve with many safety risks to teams working to restore the power. Our customer, the community network owner, needed products plus on-site technical support on how to best reconnect the power supply. Speed was of the essence as it was peak holiday season and without power, the islands, normally serving 10,000 visitors, would be evacuated.

The Solution

TE had the required 115 kV high voltage cable accessory products but without a trained installation team, the power company could not implement the solution. TE's field service team was assigned the installation task, working closely with the emergency team management, were able to complete the 115 kV cable accessories installation and restore the power in just a few days.

The Outcome

The initial report stated it could take two or three weeks to restore the power, but supported by TE, the power was reconnected faster than expected. There was no need for evacuation and the holiday season was able to continue for the island sea-side community.

The Difference For You

You are buying more than a product when you purchase from TE Connectivity. You also access the strength of our field services team: supporting the installer to be successful the first time, every time.



WE'VE GOT YOUR BACK. SELECT YOUR FIELD SERVICE SOLUTIONS.

- Installation training on TE products:
 - Raychem medium & high voltage cable accessories
 - AMPACT overhead connectors, ILD and tools
 - Wildlife & Asset Protection solutions and hot stick
- AMPACT tooling training and maintenance
- Competency assessments
- Supervision
- Installation services
- Cable accessories in-field testing

SEE HOW OUR EXPERTS CAN HELP.

Submit your request at:
[TE.com/TrainingAmerica](https://www.te.com/TrainingAmerica)

TE Connectivity is a global industrial technology leader creating a safer, sustainable, productive, and connected future. Our broad range of connectivity and sensor solutions, proven in the harshest environments, enable advancements in transportation, industrial applications, medical technology, energy, data communications, and the home. With more than 85,000 employees, including over 8,000 engineers, working alongside customers in approximately 140 countries, TE ensures that EVERY CONNECTION COUNTS.

Learn more: [TE.com/TrainingAmerica](https://www.te-connectivity.com/TrainingAmerica)

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