

## 1. The Warranty

This Warranty applies to a DATATRONIX Cabling System purchased from an DATATRONIX Authorised Partner and installed and tested by an DATATRONIX Authorised Installer in accordance with DATATRONIX instructions

Only a DATATRONIX Authorised Partner who has undertaken recognised industry best practise training for the classes of cabling to be installed can offer the DATATRONIX Cabling System Warranty. All reference training certification must be current (be less than two years old) and continually maintained at the expense of the Authorised Installer.

**The DATATRONIX Cabling Systems warranty is a warranty which exists between DATATRONIX and the End User.**

## 2. Definitions

Authorised Installer	A company who has been nominated by the Authorised Partner and who has demonstrated competence through maintaining a recognised standard of training to the exclusive satisfaction of DATATRONIX.
Authorised Partner	A company that has chosen to participate in the DATATRONIX Cabling System Warranty programme and act as a distributor for the associated copper and optical structured cabling components.
Classes of Cabling System	The electrical, transmission line and optical component permanent link and channel performance described within ISO 11801 and other referenced standards.
Recognised Training	<p>DATATRONIX will recognise training that has been undertaken by the following organisations providing a valid and current certificate of training is presented by the Authorised Installer for an employee currently within their employ.</p> <p>Recognised organisations training programmes means from:</p> <ul style="list-style-type: none"><li>&gt; Commscope</li><li>&gt; Brand-Rex</li><li>&gt; Siemon</li><li>&gt; R&amp;M</li><li>&gt; BICSI</li><li>&gt; Panduit</li></ul>
<b>The company names outlined above may also represent registered trademarks of the individual organisations</b>	
Permanent Link	A segment of the installed cabling channel as defined within ISO/IEC 11801
The Standards	Unless otherwise specifically defined means the current revision, at the time of installation, of ISO/IEC 11801, EN 50173, EN 50174, EIA/TIA 568C, IEC 61935

### 3. Our Terms and Conditions

- 3.1 This warranty document supersedes all DATATRONIX warranties formerly available from DATATRONIX, with effect from the date of issue.
- 3.2 Any warranty terms and conditions contained herein should be read in conjunction with the standard DATATRONIX terms and conditions of sale. A copy of the standard terms and conditions of sale are available upon request.
- 3.3 The DATATRONIX standard terms and conditions of sale will prevail unless specifically modified within this warranty document. DATATRONIX may, at its discretion, audit (or have audited) a percentage of any new installations (retesting a percentage of the installation) to ensure the quality of workmanship and compliance to the national and international standards.

### 4. The Warranty Territory

- 4.1 The DATATRONIX Cabling System warranty is available globally however each Authorised Partner or Installer will have the right to offer the warranty only within specific territories that may be reviewed from time to time.

### 5. The DATATRONIX Cabling System Warranty explained

- 5.1 The DATATRONIX Cabling System Warranty is only available through Authorised Partners and Authorised Installers.
- 5.2 The DATATRONIX Cabling System Warranty covers all passive optical and copper products supplied by DATATRONIX under the DATATRONIX brand.
- 5.3 The DATATRONIX Cabling System 25-year product and lifetime applications warranty commences with completion of the installation, the submission of the test results for the installed cabling system and the issue of the warranty certificate to the installation owner by DATATRONIX:

- 5.3.1 Product Warranty: All DATATRONIX products are warranted for a period of 25 years as being free from manufacturing defects that could jeopardise the mechanical, electrical or transmission line performance and reliability of the product when used appropriately.

In the event of an DATATRONIX product failure DATATRONIX will, at its sole discretion, repair or replace the defective part(s) only.

- 5.3.2 Applications Warranty: All DATATRONIX products are warranted to support all and any application designed to operate over installed class of cabling system. In case of doubt regarding the class of cabling system required to support a specific application, reference should be made to ISO11801, latest edition.

In the event of an DATATRONIX Cabling System proving incapable of supporting a specific application designed for the class of cabling installed then DATATRONIX will, at its sole discretion, make good the installation through analysis of test results and the repair or replacement of any defective parts.

- 5.4 The DATATRONIX Cabling System warranty can be transferred for the remaining life of the warranted products providing that DATATRONIX is notified by the new building owner in writing within 30 days of taking ownership of the building. DATATRONIX, at its sole discretion may require a systems audit to be undertaken including a retest of some or all of the installed cabling links to ensure that the installation remains compliant with the original warranty application in terms of design.

### 6. Becoming an Authorised Installer

- 6.1 Certification as an Authorised Installer must happen prior to project award. DATATRONIX have the right to reject any applications made post project award at their sole discretion. Any proposal that cannot be supported with the necessary training records will be rejected.
- 6.2 A potential Authorised installer must be proposed by the Authorised Partner. The proposal should be supported by the completion of Appendix II. It is crucial to the success of the application that the potential Installer provides details of his current training accreditation for review and acceptance by DATATRONIX. A minimum of 2 suitably trained individuals who are permanent employees of the proposed installer must supply evidence of their training records.

- 6.3 Upon satisfactory review of the potential installers details acceptance will be acknowledged by DATATRONIX through the issue of a numbered Authorised Installer Certificate.
- 6.4 All Authorised Installer certification will be time-bound for a period of two years hereupon a review will be undertaken and recertification issued at the sole discretion of DATATRONIX.

## 7. Procedure for obtaining Datatronix Warranty

- 7.1 Within 14 days following the completion of the installation of the DATATRONIX cabling system by the DATATRONIX Authorised Installer, the installed cabling system must be 100% tested in accordance with the requirements and guidance of EN 50174 for the appropriate class of cabling. The test results associated with the installation should be forwarded to DATATRONIX, preferably as a LinkWare file for analysis.
- 7.2 Test results will be reviewed by the technical support team who will aim to issue the warranty certificate within 28 days of the results being received. Any failure to submit results for 100% of the installation will result in the warranty application being declined. Any issues or concerns regarding the submitted results will be highlighted in writing to the Authorised Partner and Authorised Installer within the 28-day period.
- 7.3 All tests must be performed using an appropriate (Fluke preferred) test instrument that is suitably calibrated and maintained according to the manufacturer's instructions and operated with the most up-to-date release of test software. For optical testing reference test leads in accordance with ISO/IEC 14673-3 must be used.
- 7.4 As may be requested from time to time by the ultimate DATATRONIX Cabling System owner or the building owner within which the DATATRONIX Cabling System is installed, DATATRONIX will undertake or have completed by a suitable third party, an audit during installation to ensure compliance with standards for installation and cabling class performance.
- 7.5 Independent audits as described in 7.4 may be chargeable at the standard DATATRONIX consultancy daily rate which may change from time to time. Charges for independent site audits will be subject to reasonable costs associated with travel, accommodation and subsistence expenses which will be agreed, in writing, in advance.
- 7.6 Upon successful submission of the test results and 100% scrutiny by DATATRONIX, an DATATRONIX Warranty certificate will be issued by DATATRONIX for the specific installation.
- 7.7 For Class D, E and EA systems, the copper cabling system must be 100% tested as a Permanent Link (as defined in ISO 11801) according to the test requirements of TIA 568C, EN50174 or IEC 61935 with a Level IV, cable analyser.
- 7.8 All optical links shall be 100% tested using light source and power metre in accordance with ISO 11801. The preferred method for receipt of optical test results is through Fluke LinkWare files.

## 8. Limitations within the Warranty

- 8.1 The DATATRONIX Cabling System must be installed and tested by an Authorised Installer. All test results must be submitted to DATATRONIX for review and acceptance before an installation will be registered within the warranty programme.
- 8.2 The products used within the installation must be new, never having been used before and purchased from an Authorised Partner within the programme.
- 8.3 The design, planning and installation of the Cabling System must be undertaken by a competent person(s) and follow the rules and guidance within EN 50174.
- 8.4 Any additions, moves or changes undertaken to the original installation must be 100% tested and the results submitted to DATATRONIX for review and acceptance before the new/revised links can be included within the warranty.
- 8.5 All products must be used within the electrical, optical and environmental limits for which they were designed, throughout the whole of their working life.
- 8.6 Any form of damage - accidental or malicious to the DATATRONIX Cabling System is out with the scope of the warranty and may render the warranty for the installation invalid.
- 8.7 Un-authorized modifications to the installation or DATATRONIX Cabling System by non-qualified/Authorised Installers will invalidate the warranty.
- 8.8 Certain products such as connectors have a limited number of mating cycles. Exceeding the number of mating cycles may compromise the performance of these products. Refer to the individual product data sheets for any specific product limitations which will include environmental limits.
- 8.9 Only one warranty and one warranty period will exist per site.
- 8.10 DATATRONIX accepts no liability for consequential costs, including liquidated damages, relating to any installation failure, product failure, or failure to support a specific application.
- 8.11 This warranty does not cover defects where the structured cabling system has been subjected to misuse, abuse, neglect, accidental damage, fire, flood, water submersion, explosion, acts of god, war of terrorism, improper, repair, alteration, installation or design, or any other events outside of DATATRONIX's control.

8.12 This warranty does not cover the installation or maintenance of the system or products not specifically designated for use under the DATATRONIX cabling system warranty. This warranty is void if the defective link/channel is comprised of counterfeit products,

8.13 Under no circumstances shall DATATRONIX be obligated to pay for repairs that exceed the original amount paid by the customer for the Datatronix connectivity hardware used in the affected link and/or channel of the structured cabling system and DATATRONIX will have no liability except to the extent the performance failure is due to the DATATRONIX connectivity hardware. Subject to the foregoing and to the other terms and limitations of this warranty, repair and/or replacement of the connectivity hardware in the affected link and/or channel of the structured cabling system is DATATRONIX's sole and exclusive obligation and customer's sole and exclusive remedy.

## 9. In the event of a Warranty claim

9.1 In the event of a warranty claim the end user must contact the original DATATRONIX Authorised Installer within 3 working days of a potential cabling systems fault being recognised.

9.2 The DATATRONIX Authorised Installer will immediately inform DATATRONIX and Authorised Partner, if appropriate, of the potential issue and arrange a site visit to investigate the problem. DATATRONIX, at its discretion may choose to attend site during the audit by the Authorised Installer.

9.3 In the event that the original Authorised Installer is no longer trading the end user will with 3 working days of the cabling systems fault being recognised contact the Authorised Partner or DATATRONIX.  
The Authorised Partner will arrange for an audit to be completed by an active DATATRONIX Authorised Installer. At the same time, the Authorised Partner will inform DATATRONIX of the potential issue. At its sole discretion, DATATRONIX may choose to attend the site audit.

9.4 In the event that the original Authorised Partner is no longer trading the Authorised Installer should contact DATATRONIX directly.

9.5 Product related claims: The Authorised Installer shall check the purchased product for visible defects within 10 working days of delivery. Defects discovered during this inspection or at later time during the installation phase, shall be reported without delay in writing to DATATRONIX by the DATATRONIX Partner.

9.6 A sample of the defective product discovered during the installation phase together with proof of purchase and explanatory statement shall be sent by the Authorised Installer to DATATRONIX or to the DATATRONIX Partner (upon prior agreement with DATATRONIX). The replacement of damaged product, deemed solely by DATATRONIX, to be a fault in design or manufacture shall be at the cost of DATATRONIX.  
The limit of DATATRONIX liability remains solely the replacement cost of the defective product(s).

9.7 Product defects identified during post installation testing and pre-customer acceptance shall be reported in writing to DATATRONIX within 3 days after discovery.

9.8 In the event of any actual or potential warranty claim DATATRONIX may, at their sole discretion consider a claim for any direct labour day rates costs associated with the repair or replacement of products. Direct labour costs include only the labour costs without any project overhead. Overhead includes travel costs, project management costs, handling charges, additional testing costs, etc.

9.9 DATATRONIX will not accept any consequential costs, including liquidated damages associated with the repair or rectification of any warranty related fault.

9.10 DATATRONIX will not tolerate any claim for remedial work that is undertaken without DATATRONIX being advised and agreeing to the charges in writing and in advance of the work being undertaken.

9.11 All expenses arising from clarifying the legitimacy of a warranty claim (e.g. search and analysis of failures in the system) will be at the warranty holder's expense if there is no legitimate claim.

9.12 DATATRONIX will not accept charges nor will they assume any expenses related to investigations carried out by the warranty holder.

9.13 It is in the best interest of all parties, in the event of a potential claim that DATATRONIX are given expeditious access to the installation.

## 10. Use of Non – DATATRONIX Products

10.1 DATATRONIX recognise that in some instances either through customer preference or inability to supply the approval for use and incorporation within the Warranty of alternative Non-DATATRONIX products may be considered. In the event that a non-DATATRONIX product is authorised for use within a specific installation this authority to use is exclusively the right of DATATRONIX who will exercise that right exclusively at their discretion in writing on a case by case basis.

10.2 Additional bespoke or specially tailored for application DATATRONIX products may be included within the DATATRONIX cabling system warranty at the sole discretion of DATATRONIX.

10.3 All applications to use Non-DATATRONIX products should be made using Appendix II.

10.4 Exceeding the number of mating cycles may compromise the performance of these products. Refer to the individual product data sheets for any specific product limitations which will include environmental limits.

## 11. Additional obligations of the Authorised Partner and Authorised Installer

11.1 Nothing within this warranty shall entitle the Authorised Partner or Authorised Installer to use any logos, trademarks or livery that is in the rightful ownership of DATATRONIX.

11.2 This document represents the full extent of the warranty and remedies and no party beyond DATATRONIX is authorised to offer any extension beyond the terms and conditions outlined herein.

## Warranty Application Form

### AUTHORISED INSTALLER'S INFORMATION

Company Name .....

Address ..... Postcode ..... Country .....

Telephone ..... Email .....

### AUTHORISED DISTRIBUTOR INFORMATION

Company Name ..... Country .....

### INSTALLED SYSTEM INFORMATION

End-User Name .....

Installation Address ..... Postcode ..... Country .....

End-User Telephone ..... End-User Email .....

Is this a new installation?  YES  NO

If NO please enter the original **certificate no.** of the system you are upgrading here

Number of links  Copper  Fibre

Copper System Category  Cat 5e  Cat 6  Cat 6A

Copper Screening  U/UTP  U/FTP  F/UTP  S/FTP

Fibre Type  OM1  OM2  OM3  OM4

OS1  OS2  G.655  G.657

## Warranty Application Form

### TESTING EQUIPMENT

Tester Used (Brand & Model Number) .....

Calibration Expiry Date .....

Number of Test Results Submitted .....

*\*Please attach a copy of your calibration certificate and the test results.*

### Bill of Materials

#### PURCHASE ORDER NUMBERS

#### PART NUMBERS INCLUDED IN ORDER

*\*Please attach a copy of the purchase orders.*

### Check before submission

Please confirm the following before submitting your application

- I have attached copies of all the test results
- I hereby confirm that the test results attached have not been modified
- I have attached copies of Bill of Materials and purchase orders placed for this installation
- I accept the Terms & Conditions under which Datatronix provides this system warranty

.....  
Applicant's Signature                      Date

Please email this form completed and signed to [sales@datatronix.com](mailto:sales@datatronix.com)