



Warranty Program

Structured Cabling Systems

Warranty Program

STRUCTURED CABLING SYSTEM WARRANTY PROGRAM

As transmission speeds continue to increase, HellermannTyton has developed a program which assures installation dependability for maximum performance. With today's upgrades, moves, and new technology installations, you need assurance that you can rely upon your network. HellermannTyton's Structured Cabling System Warranty covers the complete system and beyond. HellermannTyton has partnered with several best-in-class cable manufacturers, which complete the channel with their Category 5e or Category 6 cables. This 25 year warranty covers connectivity products and cable and ensures performance of the Permanent Link and Channel performance in accordance with ANSI/TIA/EIA-568-B.1

HellermannTyton's structured cabling warranty is a complete program that guarantees:

- Complete coverage on cable and connecting hardware, installation and applications
- Warranty supplied from HellermannTyton to the end user

The Permanent Link is defined as all the horizontal cabling between the Telecommunications Room (TR) and Work Area. This includes cable, modular jacks, patch panels, and an optional consolidation point. The maximum length that the horizontal cabling can be as defined in TIA/EIA-568-B.1 is 90 meters (295 ft.).

Link Warranty

- Use HellermannTyton connectivity products
- Use approved horizontal cable
- Permanent Link test required with approved tester

RapidNet Link Warranty

- Use HellermannTyton copper and/or fiber RapidNet products
- Permanent Link test required with approved tester
- For project certification, one port per cassette must be tested to TIA-568B standards with an approved tester
- Use any UL or ETL certified CAT 6 patch cords and fiber cords

The Channel is defined as all the horizontal cabling between the Telecommunications Room (TR) and Work Area with the addition of patch cords at each location. The maximum length of the equipment cord, patch cord, and work area cord shall not exceed 10 meters (33 ft.)

Channel Warranty

- Use HellermannTyton connectivity products
- Use approved horizontal cable
- Permanent Link test required with approved tester
- Use only HellermannTyton CAT 5e/CAT 6 patch cords

HellermannTyton Connectivity Products

The HellermannTyton products covered under the program are:

MegaBand Category 5e

- CAT 5e Patch Panels
- CAT 5e Patch Cords
- CAT 5e RJ45 Modular Jacks
- 110 Blocks

GigaBand Category 6

- CAT 6 Patch Panels
- CAT 6 Patch Cords
- CAT 6 RJ45 Modular Jacks
- 110 Blocks

Warranty Program

Approved HellermannTyton Warranty Program Cable Manufacturers

HellermannTyton has arranged with several cable manufacturers to offer this program to end users and certified installers in partnership with HellermannTyton.

Category 5e Partners: Belden, Berk-Tek, Coleman, Commscope, Comtran, General Cable, Genesis, Helix Hi-Temp, Hitachi, LG Cable, Mohawk/CDT, Nordx/CDT, Quabbin, Remeex, and Superior Essex.

Category 6 Partners: Belden - Datatwist, Datatwist 600E, Mediatwist, Coleman - Category 6, Commscope - Ultramedia, General Cable - Command Linx6, Genesis - CatLink 6 Plus, Helix Hi-Temp - Supercat 1000, Hitachi - Hi-Net Plus, LG Cable - Enhanced Category 6, Mohawk/CDT - AdvanceNet, GigaLan, Quabbin - Category 6, and Superior Essex - DataGain, Next Gain.

*The cable manufacturers are subject to change at any time.

Field Testing Requirements for Warranty Program

**Permanent Link Test is required for Link and Channel Warranties

Approved Testers for MegaBand Category 5e System

(Use Standard CAT 5e Link Adapters)

- Ideal
- Agilent
- Fluke
- GreenLee Textron

Approved Testers for GigaBand Category 6 System

<u>Manufacturer</u>	<u>Model</u>	<u>Link Adapter</u>
Fluke	DTX-1800	CAT 6/Class E Permanent Link Adapter
Fluke	DSP 4100/4300	PM06 or PM25 Module
Agilent	Wirescope 350	Universal CAT 6 Link Smart Probe
Ideal	LT8600	Standard CAT 6 Link Adapter
Ideal	Lantek 6	Standard Patch Cord Test Lead

Warranty Application Terms and Conditions

For a Structured Cabling System to be covered under the HellermannTyton program:

1. Before installation of system is started, a letter of intent to register the system must be drafted and sent to the applicable HellermannTyton Telecommunications Market Manager with a copy to the HellermannTyton Telecommunications Marketing Department.
2. Installation of the entire system must be managed by the HellermannTyton Certified Installer, including design, installation, testing, and documentation.
3. The registered system must be constructed 100% with HellermannTyton connectivity products.
4. The registered system must be constructed 100% with an approved horizontal cable.
5. All links must be tested by the installer with an approved hand held tester listed above.
6. All changes, adds, and moves to the system following installation must be registered, installed, and tested as described in this brochure.
7. Upon completion of the system, the HellermannTyton Certified Installer must submit required documents to:

HellermannTyton
Attn: Marketing
7930 N. Faulkner Rd
Milwaukee, WI 53224

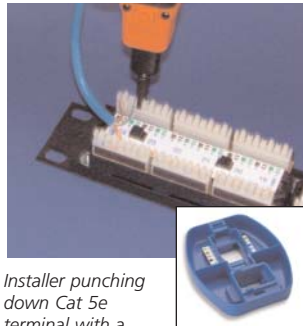
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Required Documentation

- System registration form.
- Actual permanent link test data from approved tester.
Completed test data must be supplied to HellermannTyton in 3.5 disk, CD Rom (PC format), or e-mailed to corp@htamericas.com

Installation Practices

For a system installation to be covered under the HellermannTyton Structured Cabling System Warranty Program it must be installed in accordance with ANSI/TIA-568-B.1, as well as adhere to federal, state, and local codes, ANSI/NFPA-70, and UL444 (13).



Installer punching down Cat 5e terminal with a HellermannTyton 110 impact tool

HellermannTyton's Palm Tool used for punching down a jack

Certified Installer Training

For an installer to be certified, one must attend a HellermannTyton training seminar. Completion of this curriculum ensures the integrity of network installations and maximizes reliable system performance. It reassures specifiers and end users that every HellermannTyton system installed is fully guaranteed to meet or exceed the industry's latest performance standards, including products, installation and testing. The training program curriculum combines the perfect blend of lectures and presentations with real-life applications providing the attendees the most valuable training. Once the installer has completed and passed the training program, they may offer the end user a 25 year warranty on the system installation.

Training Program Curriculum

Step by Step Instruction:

- Review of latest telecommunications industry standards
- Recommended cabling practices
- Approved testing practices
- Question and Answer

Hands-on Demonstration:

- Extensive product training
- Recommended termination procedures for CAT 5e and CAT 6 connectivity products
- Question and Answer
- Test

The course materials include a copy of the presentation along with detailed notes of each slide as well as a HellermannTyton Network Cabling Solutions catalog. The training program is presented by a HellermannTyton Telecommunications Market Manager.

Lifetime Connectivity Product Warranty

In addition to offering the 25 year complete system warranty, HellermannTyton offers a lifetime *connectivity product* warranty. This warrants the connectivity products to be free of factory defects in material and workmanship for the life of the product. Contact your Telecommunications Market Manager for details.

To contact your Telecommunications Market Manager, call 414-355-1130 or 800-537-1512.



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HellermannTyton warrants that: (i) the HellermannTyton Connectivity Products (defined below) included in your structured cable system (the "System") will be free from defects in materials and workmanship; and (ii) the system will perform as specified in ANSI/TIA/EIA-568-B.1 applicable to CAT 5e and Cat 6 cable systems. As used herein, HellermannTyton Connectivity Products (the "Products") means such products as may be covered by the HellermannTyton Structured Cabling System Warranty Program (the "Program") as in effect on the date the System is installed. The conditions to this warranty are that: (i) the cable used in your System is manufactured by a cable manufacturer recommended by HellermannTyton on the date the System is installed; (ii) the System is installed by an installer who is a HellermannTyton Certified Installer as of the date the System is installed; (iii) your installer installs the System in accordance with the installation and testing standards set forth in the Program as in effect on the date the System is installed; and (iv) any changes or modifications to the System are installed and tested in accordance with the Program as in effect on the date of such change or modification. This warranty shall expire 25 years after the date of installation registration.



In case of breach of warranty, your sole remedy, and HellermannTyton's sole obligation, shall be, at the sole discretion of HellermannTyton: (A) to repair or replace any defective Products including any necessary labor, or (B) to refund to you the amount of the purchase price for such Products. Repair, replacement or refund as provided above shall be your sole remedy with respect to the System, and you shall not make any claim against HellermannTyton for any loss or damage relating to or arising out of the System or your use thereof, whether in contract, in tort, or under statute, including, without limitation, any claim for repairs or defects, any claim for special, incidental or consequential damages, any claim for damage or injury to persons or property, any claims for lost time, profits, revenues, system downtime or cost to reinstall non-compliant devices and/or any other claims based upon defects in the System or the actual or alleged negligence of HellermannTyton. IN NO CASE SHALL HELLERMANNTYTON'S TOTAL LIABILITY FOR THE SYSTEM EXCEED THE AGGREGATE PURCHASE PRICE FOR ALL HELLERMANNTYTON CONNECTIVITY PRODUCTS INCLUDED IN THE SYSTEM.

THE WARRANTIES AND REMEDIES DESCRIBED HERIN ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH HELLERMANNTYTON EXPRESSLY DISCLAIMS.

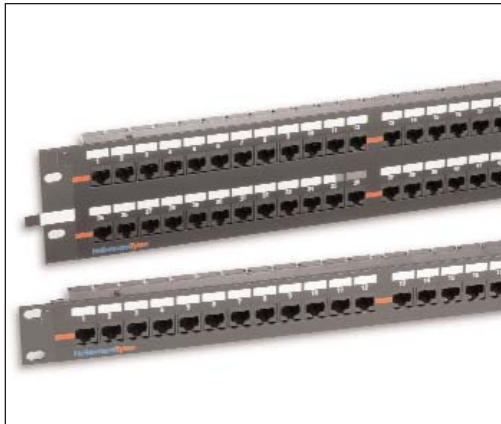
This warranty does not cover the cost of other products or labor in your system not supplied by HellermannTyton. You shall assume all responsibility and expense for freight, removal and reinstallation. This warranty is nontransferable.

In no case shall HellermannTyton be obligated to make any repair, replacement or refund, nor shall the warranty provided herein apply: (i) to defects caused by normal wear and tear; (ii) integration of connectivity products other than HellermannTyton Connectivity Products and/or cable other than cable manufactured by HellermannTyton Program Partners into the System; (iii) modifications to the System made by anyone not a HellermannTyton certified installer; (iv) improper maintenance or repair of the System; or (v) damages resulting from fire, natural disaster, power failures or surges.

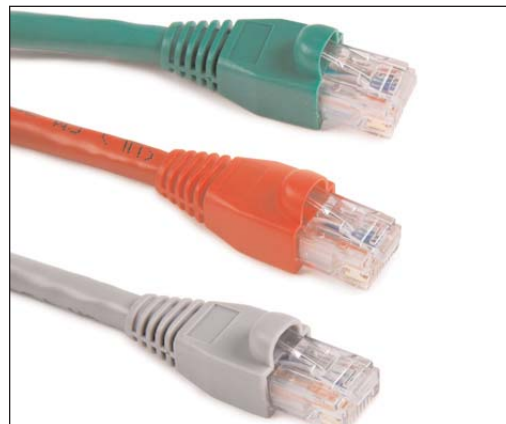
Claim Procedure

Before making a claim under this warranty and for a claim under this warranty to be valid, you must first resolve all cable and non-connectivity related causes. Warranty claims shall be made to the Telecommunications Product Manager. Product replacement due to failure will be performed only after HellermannTyton has reviewed and verified the system prior to the removal, replacement or repair of the defective Products.

Warranty Program



Category 6 and 5e Patch Panels



Category 6 and 5e Patch Cords



Category 6 and 5e Jacks



110 Wiring Blocks

HellermannTyton is a global company with expertise in providing network cabling solutions in residential and commercial applications. HellermannTyton and its sister companies located in 30 countries are able to develop and provide high performance, integrated networking solutions which are known, used, and accepted worldwide. In addition to network cabling solutions, HellermannTyton offers an extensive line of products to identify, route, and fasten wire and cable.

HellermannTyton

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