

25 Year System Warranty



Installer Information

Warranty Test Requirements:

1. Installation and testing must be completed or supervised by at least one individual trained and certified on the appropriate HellermannTyton training course.
2. Handheld testers must be HellermannTyton approved and capable of testing and recording copper and or fibre performance against the relevant standard. A full list of approved handheld testers is shown overleaf. For the avoidance of doubt OTDR based fibre testers and non-recording light source power metre (LSPM) fibre testers are not approved test equipment.
3. Testers and accessories (eg: permanent link adapters, channel adapters and test leads) must be in good working order and up to date with the latest firmware and database revisions.
4. Testers must be covered by a valid manufacturer's calibration certificate.
5. Full site test data must be submitted to HellermannTyton within 30 days of the final test date.
6. Permanent link test results must be supplied for all permanent links to be included in the warranty. Links where test results have not been supplied will not be covered by the warranty and will be excluded from any future claims.
7. For the avoidance of doubt, the standard warranty offered for CAT6A/Class EA or CAT6/Class E installations is permanent link. If the end user specifies a channel warranty then this can be applied for under certain conditions;
 - The correct and relative HellermannTyton Patchcords are used throughout the installation, proof must be submitted (e.g. Purchase order or via audit)
 - Permanent Link test results must be submitted.
8. Channel test results will not be accepted in either link or channel warranty applications.
9. C6A/Class E_A shielded systems do not require field alien cross talk testing to qualify for a warranty. HellermannTyton C6A systems are designed to minimise alien cross talk and will meet standards requirements when installed by a trained installer following HellermannTyton guidelines.
10. All test results should show a pass against the relevant limit line.
11. Marginal passes are generally not acceptable and will be the subject of further investigation. If test data contains marginal passes, HellermannTyton must be notified prior to warranty application submission and provision must be made for HellermannTyton, at its discretion, to inspect the installation on site without restriction. Failure to comply may result in a warranty application being refused.
12. Any links/channels that show a fail result will be excluded from the warranty.
13. Any links/channels that fall outside the normal design guidelines of the chosen cabling standard (e.g. over 90m length links) will be excluded from the warranty.
14. For switch/harness links (ie: patch panel to RJ45 plug), cable assemblies must be manufactured by HellermannTyton using RJ45 plugs and solid cable. The link should be tested as a permanent link using a permanent link adapter and a channel adapter.
15. Modular Plug Terminated Links (MPTL) Must be tested to the relevant standards.*

Approved Installer Status

HellermannTyton have two routes to become Authorised to install, test and warrant our structured cabling systems.

1. Virtual Product Training

Installation companies / engineers with a minimum of two years field experience and evidence of relative industry training can take part in our two hour virtual training sessions.

2. Complete Copper Day Course

Installation companies / engineers with less than two years of field experience, have no other relative industry training or simply prefer face to face training can take part in our Complete Copper Day Course run at our Northampton training centre.

Both course formats cover our HTC CAT6A and CAT6 systems.

For our Enterprise Fibre Systems we offer separate courses in the same format.

You must attend and complete the relevant training for the systems you would like to become approved to install and offer warranty on.

For all installation works HellermannTyton specify a minimum of two engineers must be trained and authorised. These engineers are responsible for overseeing and implementing HellermannTyton installation practices with the rest of their team.

The installation company is the HellermannTyton approved installer, not the individual. For the avoidance of doubt, if a HellermannTyton Academy trained individual moves to a different installation company, the new installation company does not have HellermannTyton approved installer status.

Warranty Test Requirements cont'd

16. The appropriate test requirement depends on the system to be warranted and the end user's requirements and specifications (see point 17 below):
 - a. *Copper field terminated products*: all copper links must be 100% performance tested to the standard for which the products are designed and the warranty is being applied for.*
 - b. *Fibre field terminated products*: all fibre links terminated on site must be 100% performance tested and demonstrate compliance against the relevant cabling standard.
 - c. *RapidNet copper products*: a reduced test requirement of 1 link performance test to the standard for which the products are designed and the warranty is being applied for and 5 continuity tests per 6 way cable bundle.
 - d. *RapidNet fibre products*: all fibre links must be 100% performance tested and demonstrate compliance against the relevant cabling standard.
17. Performance testing may be completed to the latest published versions of any of the cabling standard specifications ISO11801, BS/EN50173 or ANSI/TIA/EIA 568-C depending on the End User's requirements.* The HellermannTyton 25 year warranty will be issued to the relevant cabling standard for which test results have been submitted. This will be documented on the Certificate of Conformance.

* For HellermannTyton test parameter set up requirements please consult our 'Field Testing for Warranty Applications' document.

Warranty Documentation:

1. Full test data must be submitted in the original test equipment format (eg: ".flw" if using a Fluke tester). PDF or other formats are not acceptable.
2. A completed HellermannTyton 25 year system warranty application form containing the following:
 - a. Name and certification number of HellermannTyton approved installer.
 - b. Name and certification number of HellermannTyton academy trained individual completing or supervising the installation and testing.
 - c. Name of End User organisation.
 - d. Client contact name and details.
 - e. Site name and location.
 - f. Project/site details.
 - g. Information on HellermannTyton products installed.
3. Copy of tester calibration certificate.

Approved Handheld Network Testers:

Fluke

- DSX-5000
- DSX-8000
- CertiFiber Pro

Trend Networks

- LANTEK IV
- FIBERTEK IV

AEM Test

- TESTPRO

Softing

- WireExpert 4500

List last updated March 2023.

HellermannTyton reserves the right to modify these Test and Documentation Requirements at any time without notification.

It is the installers' responsibility to ensure compliance with the latest requirements. Up to date requirements are available on the HellermannTyton website, www.htdata.co.uk.

HellermannTyton

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