



# 25 Year System Warranty

Terms and Conditions

**MADE TO CONNECT**



## HellermannTyton has been designing, manufacturing and supplying copper and fibre structured cabling solutions for over 25 years.

### Overview

The HellermannTyton 25 year system warranty is backed by a company with significant financial strength and longevity. With a history of serving industrial markets around the world for over 75 years, end user customers can have confidence in HellermannTyton's warranty throughout the lifetime of the installation.

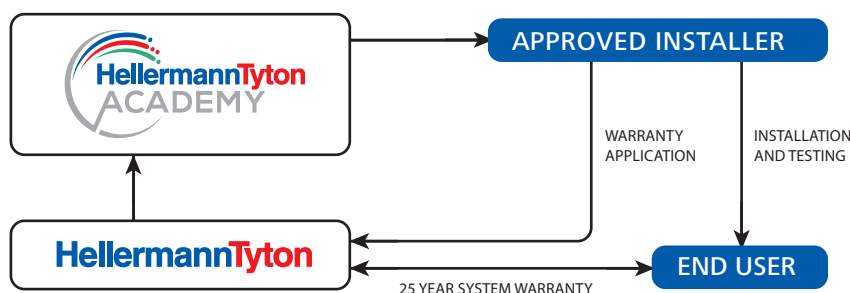
The HellermannTyton 25 year system warranty is a direct relationship between the manufacturer and end user providing on-going confidence of copper and fibre link infrastructure performance.

The warranty assures that the network will continue to operate, be compliant with cabling standards and support applications and protocols that have been designed and tested to operate with the appropriate cabling specification.

### How it Works

The HellermannTyton warranty is available for any network installation that uses exclusively HellermannTyton products throughout and has been installed by a HellermannTyton approved installer.

All approved installers are trained and certified at HellermannTyton's Northampton manufacturing facility to ensure they are familiar with HellermannTyton installation guidelines and best practice techniques.



### Key Steps

- End User specifies HellermannTyton structured cabling system
- End User selects HellermannTyton approved installer
- Approved installer installs, tests and documents cabling system
- Installer submits test results, project and customer details to HellermannTyton
- HellermannTyton reviews test results and issues warranty Certificate of Conformance to the end user
- Optionally HellermannTyton may inspect an installation randomly or at the end user's request
- A warranty Certificate of Conformance will typically be issued within 1 week of receipt of test data and project documentation.

# What it covers

The HellermannTyton warranty covers all HellermannTyton copper and fibre cable, connectivity and patch cords used within the structured cabling system and for which test results have been provided.

- A full channel warranty comprising cable, connectivity and patch cords is available for all Categories/Classes of cabling system eg: Category 6A/Class EA, Category 6/Class E, fibre, etc.
- An optional permanent link warranty (excluding patch cords) is available for Category 6/Class E, and fibre systems.
- For Category 6A/ Class EA, only a channel warranty is available, there is no permanent link warranty option.

The warranty assures that the products will comply with their specification; be free from defects in material and workmanship; and will support any current or future application or protocol that has been designed and tested to operate with the appropriate cabling standard for a period of 25 years from the date of installation.

In the event of a valid warranty claim, HellermannTyton will replace or repair defective products free of charge and will cover the full cost of removal and reinstallation.

## Features and Benefits

- 25 year system warranty
- Covers both copper and fibre solutions – cable, connectivity and patch cords
- Full channel warranty or permanent link option
- Cost of replacement and reinstallation fully covered
- Direct warranty relationship between the manufacturer and end user
- Backed by a financially strong and stable global business
- Network of approved installers trained directly by HellermannTyton
- Manufacturer’s technical and site support

## Protocols Supported

A HellermannTyton warranted structured cabling system will support the common applications and network protocols shown below.

Common protocols supported over copper<sup>1</sup> but not limited to:

COPPER	APPLICATION	SPECIFICATION	CLASS E <sub>A</sub> / CATEGORY 6A	CLASS E / CATEGORY 6
	PBX (Voice)	National requirements	✓	✓
	Ethernet 1000Base-T	IEEE 802.3ab	✓	✓
	Fibre Channel 1Gbit/s	ISO/IEC 14165-115	✓	✓
	PoE+	IEEE 802.3at	✓	✓
	ATM LAN 1.2Gbit/s	ATM-1 200/Category 6	✓	✓
	Ethernet 10GBase-T	IEEE 802.3an	✓	
	Fibre Channel 4Gbit/s	TP FC 4G-FCBase-T	✓	

<sup>1</sup> Maximum channel length as defined by channel configuration and operating temperature in accordance with ISO11801, BS/EN50173 and ANSI/TIA/EIA 568C

Common protocols supported over fibre but not limited to:

FIBRE	APPLICATION	OPTICAL CLASS SUPPORTED <sup>2</sup>	
		OM3/OM4	OS1/OS2
	ISO/IEC 14165-111 (FC @ 1062 Mbit/s)	OF-500	OF-2000
	IEEE 802.3: 10GBase-SR/SW	OF-300	-
	IEEE 802.3: 10GBase-LR/LW	-	OF-2000
	IEEE 802.3: 40GBase-SR4	<sup>3</sup>	-
	IEEE 802.3: 40GBase-LR4	-	OF-2000
	IEEE 802.3: 100GBase-SR10	<sup>4</sup>	-
	1Gbit/s Fibre Channel	OF-500	OF-2000
	16Gbit/s Fibre Channel	-	OF-2000

For a comprehensive list of supported balanced copper cabling and fibre applications refer to ISO/IEC 11801:2002 A2-2010(E) Annex F

<sup>2</sup> For a comparable application list referencing ANSI/TIA/EIA fibre performance refer to ANSI/TIA/EIA 568-C.3

<sup>3</sup> IEEE 802.3: 40GBase-SR4 is supported to a maximum distance of 100m over OM3 and 150m over OM4

<sup>4</sup> IEEE 802.3: 100GBase-LR4 is supported to a maximum distance of 100m over OM3 and 150m over OM4

# Terms and Conditions

## 1. Definitions

“End User” is the user of the structured cabling system.

“HellermannTyton” means HellermannTyton Data Ltd, a company registered in England and Wales under company number 2412201.

“Products” are HellermannTyton copper and fibre structured cabling components (cable, connectivity and patch cords).

“Warranty” means the HellermannTyton Network Sciences 25 year system warranty as defined in this document.

## 2. What is Covered

HellermannTyton warrants that the Products supplied:

2.1. Comply with their specification and are free from defects in material and workmanship.

2.2. Will comply with the performance specifications set out in the relevant cabling standards and will support applications and protocols that have been designed and tested to operate with the appropriate cabling standard for the duration of the Warranty.

## 3. Conditions

The Warranty is valid provided:

3.1. The cabling system comprises exclusively new and unused HellermannTyton Products throughout.

3.2. All patch cords, baluns or adapters where used to connect the link are HellermannTyton product or HellermannTyton approved.

3.3. Products have been stored and used in the operating environment for which they were designed.

3.4. The system has been installed by a HellermannTyton Network Sciences approved installer in accordance with HellermannTyton installation guidelines and best practice.

3.5. As installed test results have been submitted to HellermannTyton within 28 days of the final test date and a Certificate of Conformance issued by HellermannTyton.

3.6. HellermannTyton is notified of any moves, adds or changes which must also comply with the terms of this Warranty with test results submitted. Failure to follow this Warranty procedure for network moves, adds and changes will invalidate the Warranty.

## 4. Exclusions

The Warranty does not cover:

4.1. Defects caused by misuse, neglect, abnormal wear and tear, accidental or malicious damage or circumstances outside of normal operating conditions (eg: flooding, contact with solvents or paint, fire, etc.).

4.2. Channels or permanent links for which test results have not been submitted and approved.

## 5. Claims

In the event of a claim:

5.1. Notification of a Warranty claim must be made to HellermannTyton within 7 days of the End User discovering a suspected defect.

5.2. HellermannTyton must be given free access to inspect and test the installed cabling system.

5.3. If a Warranty claim is found to be valid, HellermannTyton will, at its own discretion, repair or replace the defective Product.

5.4. HellermannTyton will remove and re-install defective Products or, at its own discretion, agree cost estimates to be met by HellermannTyton prior to removal and re-installation by an approved and agreed HellermannTyton Network Sciences installer.

5.5. If no fault is found with the Products and there is no valid Warranty claim, the full cost of investigating the claim will be charged to the End User.

## 6. Limitations

The following terms set out the entire financial liability of HellermannTyton to the End User:

6.1. HellermannTyton’s total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with this Warranty shall not exceed the repair or

replacement, removal and reinstallation of the defective Product.

6.2. HellermannTyton shall not be liable to the End User for any indirect or consequential loss or damage (whether for loss of profit, loss of business, depletion of goodwill or otherwise), costs, expenses or other claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with this Warranty.

6.3. Nothing in these Terms and Conditions excludes or limits the liability of HellermannTyton for death or personal injury caused by HellermannTyton’s negligence or fraudulent misrepresentation.

## 7. Duration

7.1. The HellermannTyton Network Sciences Warranty is valid for twenty five years from the date of issue of the warranty Certificate of Conformance.

7.2. Installed Products which have not been registered as a Warranted system are covered by the standard product warranty as detailed in HellermannTyton Standard Terms and Conditions of Sale.

## 8. Territories

8.1. The Warranty is valid for any HellermannTyton cabling system installed in any location provide these terms and conditions have been followed.

8.2. The terms of the HellermannTyton Network Sciences Warranty shall be governed by the laws of England and Wales and the English courts shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with it.

# HellermannTyton

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