



25 Year System Warranty

NetworkSciences™

HellermannTyton



Overview

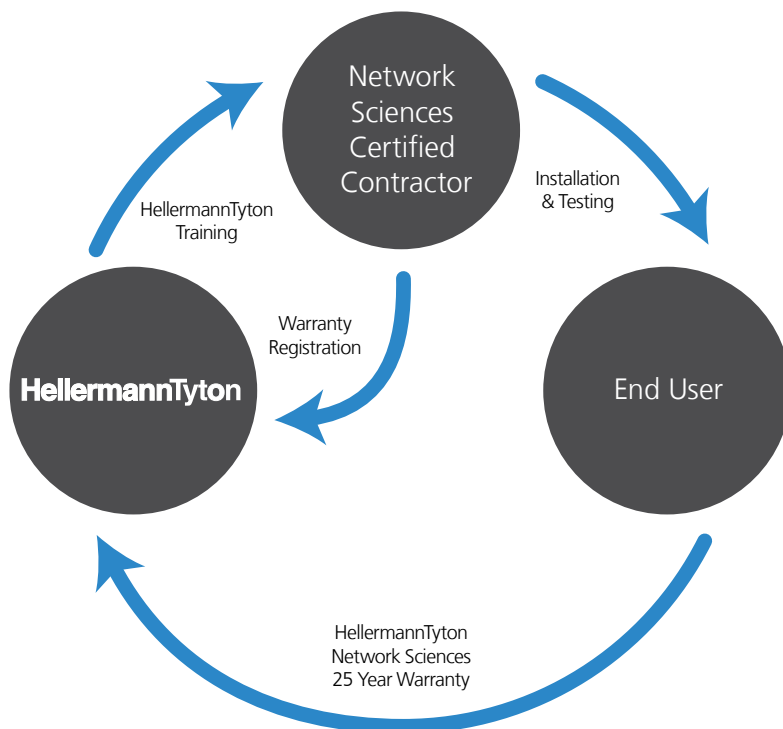
The HellermannTyton Network Sciences 25 Year System Warranty provides a direct relationship between the manufacturer and End User providing on-going confidence of copper and fiber link infrastructure performance.

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 Network Sciences System Warranty is available for any network installation that (i) exclusively uses HellermannTyton connectivity Products throughout; (ii) uses patch cords, baluns or adapters manufactured by HellermannTyton or a HellermannTyton approved manufacturer; and (iii) has been installed by a HellermannTyton Network Sciences Certified Contractor.

All Network Sciences Certified Installers and Certified Contractors are trained and certified by HellermannTyton product specialists to ensure they are familiar with HellermannTyton installation guidelines and best practice techniques.



Registering Your Installation for Warranty

Key Steps:

1. End User specifies the HellermannTyton structured cabling system.
2. End User selects a HellermannTyton approved Network Sciences Certified Contractor to install the system.
3. A Network Sciences Certified Installer installs, tests and documents the cabling system.
4. HellermannTyton reviews test results and issues Warranty Certificate of Conformance to the End User.

HellermannTyton reserves the right to inspect any installation, at any time, or at the End User's reasonable request. No Warranty shall be considered valid and issued until a Certificate of Conformance has been issued to the End User from HellermannTyton.

The HellermannTyton Network Sciences Warranty covers all HellermannTyton copper and fiber connectivity and patch cords used within the structured cabling system, for which test results have been provided.

What it Covers

The HellermannTyton Network Sciences 25 Year System Warranty covers:

- All HellermannTyton copper and fiber connectivity and patch cords used within the structured cabling system, for which test results have been provided.
- A full channel Warranty comprising connectivity and patch cords is available for all Categories/Classes of cabling system eg: Category 6A/Class EA, Category 6/Class E, fiber, etc.
- An optional permanent link Warranty (excluding patch cords) is available for Category 6/Class E, Category 5e/Class D and fiber systems.

For Category 6A/Class EA, only a channel warranty is available, there is no permanent link warranty option.

HellermannTyton's Network Sciences System Warranty assures that the Products will comply with 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, at HellermannTyton's discretion, replace or repair defective Products free of charge and will cover the full cost of removal and reinstallation.

The HellermannTyton Network Sciences System Warranty is at all times subject to the Terms and Conditions set forth in this brochure.

Protocols Supported

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

Common protocols supported over copper include, but are not limited to:

Copper	APPLICATION	SPECIFICATION	Category 6A / Class Ea	Category 6 / Class E	Category 5e / Class D (2002)
	PBX (Voice)	National Requirements	✓	✓	✓
	Ethernet 1000 Base-T	IEEE 802.3ab	✓	✓	✓
	Fiber 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	✓		
	Fiber Channel 4Gbit/s	TP FC 4G-FCBase-T	✓		

Common protocols supported over fiber include, but are not limited to:

Fiber	APPLICATION	OPTICAL CLASS SUPPORTED ¹	
		OM3 / OM4	OS1 / OS2
	ISO/IEC 14165-111 (FC @ 1062Mbit/s)	OF-500	OF-2000
	IEE 802.3: 10GBase-SR/SW	OF-300	-
	IEE 802.3: 10GBase-LR/LW	-	OF-2000
	IEE 802.3: 40GBase-SR4	See footnote 2	-
	IEE 802.3: 40GBase-LR4	-	OF-2000
	IEE 802.3: 100GBase-SR10	See footnote 2	-
	1Gbit/s Fiber Channel	OF-500	OF-2000
	16Gbit/s Fiber Channel	-	OF-2000

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

¹ For a comparable application list referencing ANSI/TIA/EIA fiber performance refer to ANSI/TIA/EIA 568-C.3.

² IEE 802.3: 40GBase-SR4 and 100GBase-SR10 are supported to a maximum distance of 100m over OM3 and 150m over OM4.

Warranty Terms and Conditions

1. Definitions

“End User” means the user of the HellermannTyton structured cabling system.

“HellermannTyton” means HellermannTyton Corporation, a Delaware corporation.

“Network Sciences Certified Contractor” means an installation company that has met the requirements set forth below under the heading “Network Sciences Certified Contractor Status.”

“Products” means HellermannTyton copper and fiber structured cabling components (connectivity and patch cords).

“Warranty” means the HellermannTyton Network Sciences 25 Year System Warranty as described 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 applicable cabling standard for the duration of the Warranty.

3. Conditions

The Warranty is valid only if the following conditions are met:

3.1. The cabling system is comprised exclusively of new and unused HellermannTyton Products throughout.

3.2. All patch cords, baluns or adapters where used to connect the link are HellermannTyton Products or are manufactured by HellermannTyton approved manufacturers.

3.3. Products have been stored and used in an operating environment reasonably suited, at the sole discretion of HellermannTyton, for the purposes for which they were designed.

3.4. The cabling system has been tested and installed by an installer who is a HellermannTyton Network Sciences Certified Contractor on the date the installation is performed in accordance with (i) HellermannTyton installation guidelines in effect as of the date the installation is performed and (ii) best practices.

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

3.6. HellermannTyton must be notified of any moves, additions or changes of or to the cabling system, which means additions or changes are installed, tested and are otherwise in compliance with the terms of this Warranty and all are submitted and approved by HellermannTyton. Failure to follow this Warranty procedure for network moves, additions and changes will automatically 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 (flooding, contact with solvents or paint, fire, etc.).

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

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 End User’s installed cabling system.

5.3. If a Warranty claim is found to be valid, HellermannTyton will, after its investigation and 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, will agree to cost estimates to be met by HellermannTyton prior to removal and re-installation by an approved HellermannTyton Network Sciences Certified Contractor.

5.5. After HellermannTyton’s investigation described in Section 5.3, if no fault is found with the Products and the Warranty claim is found to be invalid, 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. Section 5 sets forth the End User's sole remedy for a breach of Warranty, and the End User shall not make a claim for and 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 or any repair or replacement work performed pursuant to this Warranty.

6.3. The above warranties and remedies are exclusive and in lieu of all other warranties and remedies whatsoever, expressed or implied, including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose, which HellermannTyton expressly disclaims.

7. Duration

7.1. The HellermannTyton Network Sciences Warranty is valid for twenty five (25) years from the date of issue of the 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 available for any HellermannTyton cabling system installed in any location, provided these Terms and Conditions have been followed.

8.2. The terms of the Warranty shall be construed, governed by and interpreted according to the internal laws of the State of Wisconsin, excluding any choice of law rules that may direct the application of the laws of another jurisdiction. Any dispute, claim or controversy relating to or arising under the Warranty shall be commenced and prosecuted exclusively in the federal court and state courts located in Milwaukee, Wisconsin (the "Forum Court"). The parties stipulate and consent to the exclusive jurisdiction, personal jurisdiction and proper venue of the Forum Court and waive and relinquish all right to attack the suitability or convenience of such venue or forum by reason of their present or future domiciles, or by any other reason. The parties acknowledge that all directions issued by the Forum Court, including all injunctions and other decrees, will be binding and enforceable in all jurisdictions.



Warranty Documentation

1. Full test data must be submitted for all links. PDF formats are acceptable.
2. Complete a HellermannTyton Network Sciences Warranty registration form.
3. Provide a copy of tester calibration certificate or other evidence of calibration (eg: tester calibration data included in test reports).



Installer Information

Warranty Testing Requirements

1. Installation and testing must be completed or supervised by at least one individual trained and certified on the appropriate HellermannTyton training course (ie: C6A/Class EA, C6/Class E & C5e/Class D or fiber course).
2. Handheld testers must be HellermannTyton approved and capable of testing and recording copper and/or fiber performance against the relevant standard. A full list of approved handheld testers is shown overleaf. For the avoidance of doubt OTDR based fiber testers and non-recording light source power meter (LSPM) fiber 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 calibration certificate. This should be in the form of a manufacturer's calibration certificate where available.
5. Full site test data must be submitted to HellermannTyton within 28 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. If a channel warranty is required (eg: C6A/Class EA), permanent link data must be submitted for all permanent links to be included in the Warranty together with evidence that HellermannTyton patch cords are being used throughout (eg: purchase and visual evidence of the required number of patch cords).
8. Channel test results will not be accepted in either link or channel warranty applications.
9. For the avoidance of doubt, the Warranty for a C6A/Class EA installation is only available as a channel warranty (ie: a permanent link warranty is not available for C6A/Class EA systems). All other categories (eg: C6/Class E, C5E/Class D or fiber) are available as either a channel or permanent link warranty.
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. Field terminated plugs are not accepted as part of a warranted system. The link should be tested as a permanent link using a permanent link adapter and a channel adapter.
15. The appropriate test requirement depends on the system to be warranted and the End User's requirements and specifications (see point 16 below):
 - *HelaNet™ Copper products*: all copper links must be 100% performance tested to the standard for which the products are designed and for which the Warranty is being applied.
 - *HelaNet™ Fiber products*: all fiber links terminated on site must be 100% performance tested and demonstrate compliance against the relevant cabling standard.
16. 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 Network Sciences 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.



Network Sciences Certified Contractor Status

1. To be registered as a Network Sciences Certified Contractor, an installation company must have at least one (1) lead technician attend the *Network Sciences Structured Cabling System – Copper* training course as a minimum requirement.
2. If the installation company is installing fiber systems then at least one (1) lead technician must also attend the *Network Sciences Fiber Installation* training course. Contractors and installers installing HellermannTyton fiber products must successfully complete both the *Structured Cabling – Copper* course and the *Fiber Installation* course.
3. The installation company is the Network Sciences Certified Contractor, not the individual. The individual is the Installer or Certified Installer. It is important to note that if a Network Sciences trained individual (“Certified Installer”) moves to a different installation company, the new installation company/contractor does not have Network Sciences Certified Contractor status. The new contractor/company would have to apply for Certified Contractor status and meet all necessary requirements.

Additional requirements apply. Ask your HellermannTyton Sales Representative for more information.

Network Sciences Certified Installer Training

For an installer to become certified, he or she must attend a HellermannTyton training seminar. Completion of this curriculum ensures the integrity of network installations and maximizes reliable system performance. Proper training through the Network Sciences Certified Installer Training Program 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.

Network Sciences training curriculum combines a blend of lectures and presentations with real-life applications that provide installers with valuable training. Only after an installer has completed and passed the training program, may they offer the End User the Network Sciences 25 Year System Warranty on an installation. Additionally, only Certified Installers that work for a Network Sciences Certified Contractor may offer the Warranty.

HellermannTyton offers training and certification on fiber and copper installation, as well as labeling and administration standards.

For more information on training, certification and our Warranty, contact your local HellermannTyton Area Sales Manager at **800.537.1512** or visit www.hellermann.tyton.com.

Approved Handheld Network Testers:

Fluke DTX 1200/1800/5000

Fluke Versiv

**Ideal Industries LanTek II
Series Cable Certifier**

Psiber WireExpert

Viavi Certifier40G

EXFO MAX 945

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. Contact your HellermannTyton Sales Representative for information.

Located in 37 countries, HellermannTyton brings the best to its customers through global resources channeled to local implementations. Flexibility, agility, and ability to create value-added, market driven solutions are the hallmarks of every HellermannTyton company across the world.



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ISO 9001 certified

Warranty Policy

HellermannTyton products are warranted to be free from defects in material and workmanship at the time sold by us; but our obligation under this warranty and that of the seller is limited to the replacement of the product, and neither we nor the seller are bound by any other warranty, expressed, implied or statutory. Under no circumstances are we or the seller liable for any loss, damage, expenses or consequential damages of any kind arising out of the use or inability to use these products. All are sold with the understanding that the user will test them in actual use and determine their adaptability for the intended uses.