



25 Year Warranty

CONNECTMEDIA
WARRANTY

ConnectMedia

The ConnectMedia product range was launched in Australia in 2001. We have a tried and tested range of products that meet Australian Standards, working conditions and our unique work practices.

Our products are designed and manufactured with the professional installer in mind. We only work with high quality manufacturers and have stringent quality control criteria in place to ensure our installers have a reliable structured cabling system they can trust.

Our products are covered by the comprehensive and extensive ConnectMedia Warranty. Our installers will have peace of mind when using the Connect Media structured cabling system.

ConnectMedia Warranty

The ConnectMedia Warranty is a 25 year, Australian Standards based warranty which covers components, link performance and applications support. The warranty applies to both Class D (Category 5e) and Class E links (Category 6).

The ConnectMedia Warranty applies to ConnectMedia Category 5e and Category 6 connecting hardware being used with any ConnectMedia approved* UL certified Category 5e and Category 6 LAN cable.

The ConnectMedia Warranty can be offered by any ACMA registered certified installer. There is no need to participate in any compulsory training courses or commit to any up front installer agreements.

ConnectMedia Warranty Application Process

The ACMA registered certified installer completes the one page ConnectMedia Warranty application form upon completion of the link testing confirming they have read and agree with the full terms and conditions*.

The test result are recorded and kept as per the requirements of the application form but are not required to be sent to ConnectMedia unless there is a warranty claim against ConnectMedia.

ConnectMedia will send a warranty certificate and detailed warranty statement upon completion of the site and after receiving a completed and correct warranty form.

ConnectMedia Warranty Installers Responsibility

The ConnectMedia Warranty is extended by the ACMA registered certified installer to the end user. The installer is responsible for all claims under the warranty.

ConnectMedia Warranty Commitment

In the event of a valid claim by the end user ConnectMedia will take corrective action including consultancy, repair or replacement of faulty components, installed at ConnectMedia's own discretion either by ConnectMedia or through one of our chosen ConnectMedia installers including labour provided:

1. The cable being used in the link is ConnectMedia approved* UL Certified Category 5e and Category 6 LAN cable meeting the requirements of AS/NZS 3080 current at the effective date of the warranty.
2. The declaration made by the installer in the application form is found to be true.

*Application form and full terms available on the ConnectMedia website.



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ConnectMedia Warranty Application

Cabler's Company Name: _____

Address: _____

Authorised Warranty Signature Name: _____

Position: _____

Telephone: _____ Facsimile: _____

Email: _____

End-User Company Name: _____

Project site address: _____

Completion Date: _____ Number of Outlets: _____

I, the undersigned have read and agree with the full terms and conditions* and hereby declare that the cabling links, installed by us at the above site address complies with the following ConnectMedia requirements:

- (a) The installation is carried out by an ACMA registered certified installer and is performed to the current requirements set out in Australian Standard AS/NZ 3080, Australian Communications and Media Authority's "Cabling Providers Rules" and in accordance with ConnectMedia's installation specifications.
- (b) All components used in the cabling system for Class D links are Category 5e and for Class E links Category 6 and comprise exclusively of new ConnectMedia connecting hardware and new cable with a sheath legend confirming it is approved cable and has been verified as Category 6 /5e compliant by an independent test laboratory. The cable must be ConnectMedia approved* cable.
- (c) The cabling system design follows the specification and topology set out in the current Australian Standard AS/NZ 3080 and complies with relevant Australian cabling system and safety standards.
- (d) All (100%) horizontal class D and E links are tested at a minimum of the parameters detailed by the Australian Standard using an approved testing device and results recorded in raw data. The general details of the outlet, patch panel and cable layouts are to be attached to these link test reports. Two copies of these results are to be made - one to be retained by the certified installer (this copy must be made available in the event of any warranty claim against ConnectMedia) and one copy to be issued to the installation owner along with the site certification application. At least one copy must be available to process any claim.
- (e) Patch cords must not exceed five (5) metres in length. All patch cords used in a ConnectMedia installation must be ConnectMedia components.
- (f) Later additions and changes to the ConnectMedia installation must also comply with the conditions set out above with respect to installation and design procedure, approved ConnectMedia components, testing and records. Test reports and site record changes must also be retained as set out in (d) above.

Signed: _____

Name: _____ Date: _____

This form should be sent to ConnectMedia within 30 days of project completion.

*Application form and full terms available on the ConnectMedia website.

ConnectMedia

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