

ConnectMedia

**25 YEAR COMPONENT
WARRANTY TERMS**

1. GENERAL PRODUCT WARRANTY

1.1 GENERAL PRODUCT WARRANTY - SCOPE

ConnectMedia provides a product warranty to the installer for ConectMedia components ordered from an approved ConnectMedia distributor/s or agent/s.

1.2 VALIDITY

The warranty is valid for a period of 25 years commencing from the date of certification of the site by ConnectMedia. The customer cannot claim for damages such as production losses caused by the malfunction of the installation or application. The general product warranty encloses the current statutory warranty concerning product faults and product defects only and is limited to the product only.

1.3 PRODUCT REPLACEMENT

ConnectMedia will repair or replace free of charge any ConnectMedia components found to have production defects or faults during installation, testing and in the use of the application provided they have not been subject to improper handling and shipping or any incorrect design on installation procedure.

1.4 WARRANTY CERTIFICATE CRITERIA

ConnectMedia Warranty Certificate may be issued provided that:

- (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. ConnectMedia approved cable currently includes AMP, Clipsal, General Cables, Krone, Panduit, Molex and Simeon. ConnectMedia reserves the right to change the approved cable manufacturers without notice, the installer shall confirm the approved cable with the ConnectMedia distributor or agent at the time of purchase.
- (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 made 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.

2. DOCUMENTATION REQUIRED FOR WARRANTY

To ensure the issue of a Warranty Certificate, copies of cabling system test reports and site documentation must be compiled. Two copies of these results are to be made - one to be retained by the certified installer (this copy is to 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.

The requirements include:

- (a) Site details of address and owners name/organisation.
- (b) Date of installation
- (c) Bill of materials
- (d) Certified Installer's Installation & Design certificate number & issue date.
- (e) A hard copy of cabling system topology and layout including any backbone wiring, patch panel layout and outlet locations.
- (f) A hard copy of the link testing as detailed in the latest version of the Australian Standard for 100% of the class D or E links.

3. CORRECTIVE ACTION

Should ConnectMedia components be suspected to be faulty, ConnectMedia must be notified within 5 working days of the discovery, testing must be carried out to determine if the fault is caused by the cabling system.

The cabling system owner must test the active transmission equipment connected to the cabling system infrastructure. This must be carried out to ascertain that any problem is definitely not caused by any connected transmission equipment and is associated with the cabling system.

Should it be determined after testing, that the cause of application failure is attributed to the ConnectMedia components, a Certified Installer shall perform link testing. A comparison shall be made to the test reports from the site installation documentation (including any submitted additions or changes). Should the test reports differ from the values at the time of the original installation the certified installer shall examine possible causes and advise ConnectMedia of the problem details.

ConnectMedia will implement 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.

Should it be determined that the source of the application failure be not the ConnectMedia components and the faulty item be the cable then the warranty of the cable will be at the discretion of the cable manufacturer.

Should it be determined that the source of the application failure be not the ConnectMedia components but an external cause, then the cost of any consultancy, assistance and testing will be invoiced to the cabling system owner.

4. ENVIRONMENT

The installation owner shall ensure that the climatic electrical environment for the cabling installation does not vary so as to cause physical damage to the performance of the installation. Such problems fall outside of the scope of the warranty.

5. FORCE MAJURE

ConnectMedia will not accept responsibility for delay or other non-compliance caused by an act of god, war, strikes, lockouts, fire, flood, drought or any other causes beyond its reasonable control.

6. OWNERSHIP

Site certification applies to the original user/owner of the ConnectMedia components and is not transferable without the express permission of ConnectMedia. Failure to notify change of ownership will result in cancellation of certification. Transfer of Certification is at the discretion of ConnectMedia.

7. SITE INSPECTION

ConnectMedia reserves the right to inspect any site prior to certification or whenever a request for upgrade of the installation is requested.