

The METZ CONNECT warranty program is intended to provide end customers with an opportunity to obtain, in cooperation with certified installation partners, a warranty system which is extended to 25 years for the METZ CONNECT cabling system.

Installation by a certified installation partner allows the end user to enjoy the following benefits:

- Qualification for METZ CONNECT's product and performance warranty that is extended up to 25 years
- Compliance with European and national cabling standards
- A network of trained installation partners that can support installations at multiple locations
- The services of the METZ CONNECT technical support team
- "Mix & Match warranty" with high-quality and well-known installation cable manufacturers upon request

## The basics

- Applicable standards: ISO 11801, EN50173-1, ANSI/TIA 568.2-D
- Installation requirements of METZ CONNECT
- Currently valid data sheets and specifications of the utilised METZ CONNECT products

## Prerequisites

### Installation partner | Certification

In order to become a certified METZ CONNECT installation partner, the following criteria have to be met:

- Proof of the company's history of high-quality installation work
- Employment of at least two employees aside from the owner
- Completion of the METZ CONNECT certification programme for the areas "Copper" and/or "FOC"

After the successful completion of the certification programme, each participant will receive a personalised certificate that shall be valid for 3 years.

## Warranty conditions | General information

- Installation may only be performed by installation companies that are certified by METZ CONNECT.
- An acceptance test has to be performed for the installation. The measurement results of the network installation as well as a list of the utilised products (e.g. copy of the delivery notes) have to be submitted within two months of the installation.
- The warranty begins on the date of acceptance and only becomes effective upon receipt of the data and logs at METZ CONNECT. After 15 years have elapsed, the measurement and sending of the logs have to be performed again by an installer that is certified by METZ CONNECT.
- Only new METZ CONNECT products are permitted to be used for the passive network. Active components are categorically excluded from the warranty.
- The warranty is limited to the replacement of inoperative products. Exceptions in this regard are user errors. METZ CONNECT reserves the right to commission a selected installer for analysis and repair.
- Any use of other products that are not approved by METZ CONNECT and that impair our performance will result in the invalidation of the warranty.
- Any changes in the network installation and/or the products that are supplied by us will result in the warranty claim being void.
- No services will be provided:
  - if the customer does not suffer any damages. Damage shall be deemed to exist if limit violations occur pursuant to the standard that is valid at the time of delivery and if the transferred services are impaired pursuant to the standard that is valid at the time of delivery,
  - if the fibre optic or copper cabling system is not/has not been used and/or operated as intended, if it has been damaged, modified or installed incorrectly or if it is/has been operated in an environment that does not conform to the product specifications,
  - if measurement results have been manipulated,
  - if defects occur due to thermal, chemical, electrical or electrolytic influences,
  - if damage which is beyond the control of METZ CONNECT occurs, particularly fire, water, storm, flood, war, lightning, earthquakes, explosions and other examples of force majeure.

### Disclaimer

METZ CONNECT shall not be liable for consequential damages, such as loss of income, data loss, data recovery, restart and downtime of the computers as well as damage to facilities *and claims* of third parties against the warranty holder. This disclaimer also applies to cases in which METZ CONNECT has been informed in advance about the possibility of such damages.

The liability of METZ CONNECT is limited to the purchase price of the components.

- The installation costs resulting from necessary replacement as well as any consequential damages are expressly excluded from the warranty.

## Warranty conditions | Copper system | Fibre optic cable system

- Installation has been performed professionally only upon compliance with the technical characteristics pursuant to the data sheet. Furthermore, the installation instructions and product information of the corresponding products have to be observed.
- The valid standards for structured building cabling ISO/IEC 11801-1 and/or EN50173-1 have to be observed.
- It is not permitted for climatic conditions pursuant to DIN IEC 60721 3K3 to be undercut or exceeded.
- During transport, the conditions pursuant to DIN EN 60721-3-2 IE22 and, in the case of storage, those pursuant to DIN EN 60721-3-1 IE11 have to be complied with.
- For each completed installation, a measurement and acceptance report (link performance according to the conditions required in the project specifications) has to be prepared by the installer. Any changes to standards at the time of acceptance have to be taken into account. The measurement and acceptance report documents the "system acceptance" and has to be signed by the installation company's representatives as well as our customer.
- E-DAT and OpDAT patch cords are wear material and are therefore not covered by the warranty.

## Warranty conditions | Measurement of the copper system

- All installed systems have to be tested with an approved test device.
- The test device should be periodically calibrated by the manufacturer's service. The last calibration cannot be older than 15 months (before the date of the acceptance measurement). The measuring adapters which are used are not permitted to exceed the permissible number of mating cycles (pursuant to the manufacturer).
- The test settings have to comply with the performance specifications for the installed cabling. For example, installed Category 6A systems have been tested pursuant to Class EA /Category 6A.
- The cabling can be tested in the permanent link or channel link configuration:
  - Channel link: only METZ CONNECT patch cords are permitted to be used.
  - Permanent link: The application warranty is secured as soon as METZ CONNECT patch cords which match the performance of the connection are attached.
- All of the test results have to be saved in the native file format which is suitable for the test device. Other editable formats (such as .pdf, .txt or .csv) are not accepted.

Only results that indicate a PASS result are covered by the warranty. Results with \* PASS, \* FAIL or FAIL will not be accepted.

## Warranty conditions | Measurement of the FOC system

- All installed systems have to be tested with an approved test device.
- The test device should be periodically calibrated by the manufacturer's service. The last calibration cannot be older than 15 months (before the date of the acceptance measurement).  
The measuring adapters which are used are not permitted to exceed the permissible number of mating cycles (pursuant to the manufacturer).
- The minimum requirement is in any case a bidirectional IL and RL measurement over two wavelengths (with multimode 850 nm and 1300 nm, with single-mode 1310 nm and 1550 nm).  
The test settings have to comply with the performance specifications for the installed cabling.
- All of the test results have to be saved in the native file format which is suitable for the test device. Other editable formats (such as .pdf, .txt or .csv) are not accepted.  
Only results that indicate a PASS result are covered by the warranty. Results with \* PASS, \* FAIL or FAIL will not be accepted.

## Warranty conditions | Submitting the data

- You have the following options for submitting the data:
  - by mail with the appropriate data medium,
  - by FTP server,
  - by e-mail to: [Gewaehrleistung@metz-connect.com](mailto:Gewaehrleistung@metz-connect.com) / [warranty@metz-connect.com](mailto:warranty@metz-connect.com)
- A warranty claim can only be made by an authorised representative of an installer that is certified by METZ CONNECT. By submitting the form, the applicant confirms that all the information is correct as well as that the installation has been completed satisfactorily and pursuant to customer specifications. The applicant also acknowledges that the installation complies with all METZ CONNECT requirements and installation instructions.
- Upon receipt of an application, METZ CONNECT will send an acknowledgment of receipt by e-mail to the applicant's address as provided in the form. If further information is required, an employee of METZ CONNECT will contact the applicant by e-mail.
- Once the registration has been completed, METZ CONNECT will send the applicant two versions of the warranty certificate.

## Warranty procedure | Application

- If a component fault occurs during the warranty period, a claim for warranty can be asserted in writing to METZ CONNECT.
- The application may be submitted by either the original registered installation company or the network operator.
- For this purpose, METZ CONNECT has to provide all of the following information:
  - a detailed description of the problem,
  - a list of the components used,
  - a copy of the acceptance reports & measurement,
  - the warranty certificate,
  - a report concerning the maintenance measures which have been taken since the installation.
- Upon receipt of a claim, METZ CONNECT employee will contact the applicant and initiate an investigation into the problem.
- The deadline for filing a warranty claim is one month from the date of the defect having been detected.
- METZ CONNECT reserves the right to commission itself or an installer in order to verify the installation.