



25 Year

Structured Cabling Warranty Policy

Stronglink Pty Ltd

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1. GENERAL PRODUCT WARRANTY

1.1 GENERAL PRODUCT WARRANTY - SCOPE

Stronglink Pty Ltd provides a product warranty to the purchaser for Stronglink components ordered from an approved Stronglink 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 Stronglink Pty Ltd. 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.

1.3 PRODUCT REPLACEMENT

Stronglink Pty Ltd will replace free of charge any Stronglink 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

A Stronglink Warranty Certificate may be issued provided that:

- (a) The installation is carried out by a registered, current Stronglink certified installer and is performed to the requirements set out in the applicable Australian Standards including AS3080, AS3000, AS3084 and ACA Requirements including TS009 and the ACMA Customer Premises Cabling Manual (CPCM)
- (b) All components used in the cabling system for Class D links are Category 5e, for Class E links are Category 6 and Class Ea are Cat6A Stronglink components purchased from an approved Stronglink distributor/agent.
- (c) The cabling system design follows the specification and topology set out in the Australian Standard AS3080 and complies with relevant Australian cabling system and safety standards.
- (d) All (100%) horizontal class D, E and Ea links are tested to the parameters detailed by the applicable Australian Standards using an approved testing device and the results recorded and submitted to Stronglink in raw data format. The details of the outlet, patch panel and cable layouts are to be attached to these link test reports. Three copies of these results are to be made - one to be retained by the certified installer, one copy to be issued to the installation owner along with the Site Certification documentation and one copy is to be retained in raw data by Stronglink Pty Ltd complete with the site certification application and supporting data.
- (e) Stranded patch cords must not exceed ten (10) metres in length. All patch cords used in an Stronglink installation must be Stronglink components and approved by the relevant authority (e.g., ACMA).
- (f) Later moves, adds, changes (MAC's) to the warranted Stronglink installation must also comply with the conditions set out above with respect to installation and design procedure, approved Stronglink componentry, testing and records. Test reports and site record changes must also be forwarded as set out in (d) above.

- (g) Testers used on sites requiring warranty coverage must have current calibration, with date of calibration provided as part of the warranty documentation.

2. DOCUMENTATION REQUIRED FOR WARRANTY

To ensure the issue of a Stronglink Warranty Certificate, copies of cabling system test reports and site documentation must be compiled and submitted via our online portal. Three copies of these results are to be made - one to be retained by the certified installer, one copy to be issued to the installation owner along with the Site Certification documentation and one copy is to be retained in raw data by Stronglink Pty Ltd complete with the site certification application and supporting data.

The requirements include:

- (a) Site details of owner's name/organisation and the site's physical address
- (b) Date of installation
- (c) Bill of materials - quantities, product type
- (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) Provision of test data submitted in raw data format only - pdf / hard copy results will not be accepted.

3. CORRECTIVE ACTION

Should Stronglink component be suspected to be faulty, 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 Stronglink installation, the 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 Stronglink Pty Ltd of the problem details. Stronglink Pty Ltd will implement corrective action with it's certified installer for problem resolution. Any faulty component with a valid general product warranty will be replaced. Corrective action includes consultancy and replacement of faulty product but excludes the cost of labour for the installation of new replacement product. Should it be determined that the source of the application failure be not the Stronglink installation but an external cause, then the cost of any consultancy, assistance and testing will be invoiced to the cabling system owner at the current standard published rate for the relevant labour.

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

Stronglink Pty Ltd 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 user/owner of the Stronglink installation and is not transferable without the express permission of Stronglink Pty Ltd. Failure to notify change of ownership will result in cancellation of certification. Transfer of Certification is at the discretion of Stronglink Pty Ltd.

7. SITE INSPECTION

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