

## **TrueNet® System Warranty Registration Form**

This Registration Form may only be used by companies that are TrueNet® Certified Integrators.

This Registration Form must be used to apply for a TrueNet® System Warranty and it should be completed by BOTH, The TrueNet® Integrator responsible for the design and installation of the structured cabling system AND the End user.

This form should be returned with the appropriate test results to the relevant address listed below

### **BANGALORE**

10C, II Phase  
Peenya Industrial Area  
Bangalore 560 058  
India

### **DELHI & NCR**

Unit No.608, 6th Floor  
TIME TOWER  
M G Road  
Gurgaon  
Haryana 122002  
India

### **HYDERABAD**

No.3-6-0&10 1st Floor  
Above U T I ATM  
Opp. Food World  
West Maredpally  
Secunderabad 500 026  
India

### **MUMBAI**

Unit No.205, Plot No.C-04  
E' Block  
Madhava Commercial Premises  
Co-op Society Limited  
Bandra Kurla Complex  
Bandra (E)  
Mumbai 400 051  
India

### **CHENNAI**

No.35, 2nd Floor  
C P Ramaswamy Road  
Alwarpet  
Chennai 600 018  
India



ADC will issue a TrueNet® System Warranty Certificate to the End User, via the TrueNet® Certified Integrator, once this Registration Form has been processed.

20/20<sub>YEAR</sub>  
**WARRANTY**

# TrueNet<sup>®</sup> System Warranty

To be completed by the TrueNet<sup>®</sup> Integrator

*This form allows you to type details and take a printout on completion.*

## 1. Location of System

Phase/Project Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Street: \_\_\_\_\_

Town/City: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Contact Phone/Mob: \_\_\_\_\_

Email: \_\_\_\_\_

Fax: \_\_\_\_\_

## 2. Date of Installation

Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_

## 3. Installation Practice

Did you, as the named TrueNet<sup>®</sup> Certified Integrator, design the System at the above mentioned site?

Yes  No

If not please specify who did: \_\_\_\_\_

## 4. Products\*

### 4.1 Cable (excluding Cords)

**Copper Cable**  
Catalogue Number: \_\_\_\_\_ Boxes \_\_\_\_\_

**Optical Fibre Cable**  
Catalogue Number: \_\_\_\_\_ Metres \_\_\_\_\_

### 4.2 Connecting Hardware

**Copper Patch Panels**  
Catalogue Number: \_\_\_\_\_ Total No. Installed \_\_\_\_\_

**Modules**  
Catalogue Number: \_\_\_\_\_ Total No. Installed \_\_\_\_\_

**Outlets**  
Catalogue Number: \_\_\_\_\_ Total No. Installed \_\_\_\_\_

### Optical Fibre

#### Patch Panel

Catalogue Number: \_\_\_\_\_ Total No. Installed \_\_\_\_\_

#### Pigtails or Connectors

Catalogue Number: \_\_\_\_\_ Total No. Installed \_\_\_\_\_

### 4.3 Patch Cords

**The TrueNet<sup>®</sup> System Warranty applies only to Systems using ADC patch cords.**

#### Copper Patch Cords

Catalogue Number: \_\_\_\_\_ Total No. Installed \_\_\_\_\_

#### Optical Fibre Patch Cords

Catalogue Number: \_\_\_\_\_ Total No. Installed \_\_\_\_\_

## 5. Active Hardware

If your System includes Physical Layer Management, please complete section 5.1

### 5.1 Hardware

Catalogue Number: \_\_\_\_\_ Serial Number \_\_\_\_\_

\* If there is insufficient space on this form to complete the product details please attach and sign additional pages using the same headings as Section 4.

TrueNet<sup>®</sup> System Warranty



## 6. Testing

### 6.1 Field Test Equipment

#### Copper Cable

A Level 3e field tester (or better) is required.

Field tester Manufacturer and Model No.

Software Version:

Next Calibrating due date:

#### Optical Fibre

An OTDR tester, power source and meter is required.

Manufacturer and Model No.

Software Version:

Next Calibrating due date:

### 6.2 Compliance Statements

All permanent links or channels have been tested to the performance level indicated below: (please tick relevant boxes)

#### Copper Cabling Channels

**Voice Cabling**

Applications specified up to 100 kHz.

- All permanent links or channels conform to ISO/IEC 11801:2002 Class A.

**Class D / Category 5e**

Applications specified up to 100 MHz.

- All permanent links or channels conform to ISO/IEC 11801:2002 Class D or TIA-568-B.2 Category 5e.

**Class E / Category 6**

Applications specified up to 250 MHz.

- All permanent links or channels conform to ISO/IEC 11801:2002 Class E or TIA-568-B.2-1 Category 6.

**Class E<sub>A</sub> / Category 6<sub>A</sub>**

Applications specified up to 500 MHz.

- All permanent links or channels conform to ISO/IEC 11801:2002 Class E<sub>A</sub> or TIA-568-B.2-10 Category 6<sub>A</sub>.

#### Optical Fibre Channels

**OM1**

- All permanent links or channels conform to ISO/IEC 11801:2002 Annex F, Classes OF300, OF500 and OF2000. TIA/EIA-568-B.3.

**OM2**

- All permanent links or channels conform to ISO/IEC 11801:2002 Annex F, Classes OF300, OF500 and OF2000. TIA/EIA-568-B.3.

**OM3**

- All permanent links or channels conform to ISO/IEC 11801:2002 Annex F, Classes OF300, OF500 and OF2000. TIA/EIA-568-B.3 and TIA/EIA-568-B.3-1.

**OM3e**

- 10GBase – SR/SW applications specified for transmission over 550 meter channels.

**OS1**

- All permanent links or channels conform to ISO/IEC 11801:2002 Annex F, Classes OF300, OF500 and OF2000. TIA/EIA-568-B.3.

In consideration of granting of the TrueNet® System Warranty to the End User, I certify that the information on this form is complete and correct. I understand that by signing this form I am agreeing to adhere to the conditions of the TrueNet® System Warranty applicable to installation companies.

**TrueNet® Certified Integrator Name:** \_\_\_\_\_

#### Registered Address

Street: \_\_\_\_\_

Town/City: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Country: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**TrueNet® Certified Integrator Training Registration Number & Date:** \_\_\_\_\_

## TO BE COMPLETED BY THE END USER

I confirm that:

- The TrueNet® System was installed by the company named above
- I hereby apply for the TrueNet® System Warranty

Company Name: \_\_\_\_\_

Applicant Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

ADC reserves the right to test the TrueNet® System referred to above and to refuse to issue a TrueNet® System Warranty Certificate if it finds that any of the details contained in this Form are incorrect or incomplete. All Information on this Form will be held in a register at ADC to enable it to identify warranted TrueNet® Systems.

The End User and/or TrueNet® Certified Integrator shall, on request, make available to ADC an electronic copy of the reports of the field tests conducted.

**Please send the completed form to the relevant address on the front of this form.**

# TrueNet® System Warranty Conditions

The TrueNet® System Warranty is subject to the following conditions. The TrueNet® Certified Integrator and End User should both read these carefully. If you are in any doubt as to their meaning please contact the Warranty Co-ordinator at ADC in writing before completing the Registration Form.

It is a condition that the product installation sheets and other written instructions have been adhered to during installation. The TrueNet® Certified Integrator or End User should contact ADC where there is any difficulty with the understanding of these conditions.

## CONDITIONS FOR END USER

### 1. DEFINITIONS

In these conditions:

- 1.1 End User - means the customer to whom the System Warranty Certificate has been issued.
  - 1.1.1 ADC - ADC India Communications Ltd.
  - 1.1.2 TrueNet® Certified Integrator - means a company authorised in writing by ADC in accordance with the TrueNet® Certified Integrator Agreement to be a TrueNet® Certified Integrator where it is authorised to design and install a System to which the warranties herein will apply, whereby such design and installation are conducted by its staff that are trained and certified to be thus trained by ADC.
  - 1.1.3 Product - means those ADC products listed in the Registration Form, except for all active hardware and software products.
  - 1.1.4 Registration Form - means the form used to apply for the warranties herein.
  - 1.1.5 Applicable Structured Cabling Standards - means the published cabling standard(s) referred to in subsection "Compliance" of the Registration Form current at the date of registration.
  - 1.1.6 Specifications - means the performance requirements defined in the Applicable Structured Cabling Standards and such other performance requirements as are specified in writing by ADC and to which the System has been tested.
  - 1.1.7 System - means any combination of the three sub-systems of a structured cabling System as defined in the Applicable Structured Cabling Standards (campus, backbone, horizontal) and such variations thereto as are specified in writing by ADC, and which are composed of the Products.
  - 1.1.8 Warranty Period - means 20 years from the date of completion of installation of the System.
- 1.2 Headings are included for ease of reference only and shall not affect the interpretation of these conditions.

### 2. TrueNet® SYSTEM WARRANTY

ADC warrants to the End User that;

- 2.1 the tested System in its installed state will meet or exceed the Specifications in force at the time of installation for the duration of the Warranty Period,
  - 2.2.1 for Ethernet applications specified up to 1 gigabit per second, all optical fibre channels, Category 5e, Category 6 and Augmented Category 6 horizontal cabling channels shall have a bit error rate of no greater than  $10^{-12}$  BER for the first five years of the Warranty Period and
  - 2.2.2 for Ethernet applications specified up to 10 gigabits per second, all optical fibre OM3 and OS1 channels and Augmented Category 6 horizontal cabling channels shall have a bit error rate of no greater than  $10^{-12}$  BER for the entire duration of the Warranty Period of 20 years.
- 2.3 The TrueNet® System Warranty does not apply to ADC Active hardware and software products. Warranty conditions for such products will be those listed in the standard terms and conditions of sale.

### 3. APPLICATIONS ASSURANCE WARRANTY

- 3.1 ADC warrants to the End User that, for the duration of a Warranty Period in excess of five years, the System will be free from defects that prevent operation of:
  - 3.1.1 applications specified by recognised standards or user forums that use the Applicable Structured Cabling Standards, and

- 3.1.2 any other applications specified in writing by ADC.

### 4. INSTALLATION AND TESTING OF THE SYSTEM

- 4.1 The warranties in paragraphs 2 and 3 shall apply only if the Products are installed in accordance with the Product installation sheets as a System and the System is tested in accordance with the Applicable Cabling Standards as stated in the Registration Form by a TrueNet® Certified Integrator.

### 5. ALTERATIONS TO THE SYSTEM

- 5.1 Any alterations, modifications and/or additions to a warranted System must be performed in accordance with the same System requirements.
- 5.2 Any replacement or additional Product used will maintain the warranties in paragraphs 2 and 3 for the remainder of the Warranty Period applicable to the System unless a new System is installed in which case a new System warranty certificate will be issued, subject to the terms and conditions applicable at the time of notification and approval by ADC.

### 6. RECORDS AND TEST RESULTS

- 6.1 It is the responsibility of the End User to store and maintain accurate initial and any subsequent installation layouts, drawings and test result data for the duration of the Warranty Period.
- 6.2 ADC will only issue a System warranty certificate after, at ADC's sole discretion, having examined and approved all required documents.

### 7. HOW TO APPLY FOR A WARRANTY

- 7.1 The Registration Form must be completed by the TrueNet® Certified Integrator and sent to ADC within 45 days of completion of the installation of the System.

### 8. CLAIMS PROCEDURE

- 8.1 The End User shall notify ADC or the TrueNet® Certified Integrator that originally installed the System within five working days of the discovery, by any person, of any alleged defect in the System, but in no event later than the expiration of the Warranty Period. The TrueNet® Certified Integrator shall ascertain the nature of the alleged defect.
- 8.2 The End User shall, if so requested, ensure that ADC, the TrueNet® Certified Integrator or their authorised representatives are allowed free access to the premises on which the allegedly defective System is located for the purpose of inspection and testing as appropriate. No Product may be removed from the System without ADC's prior authorisation.
- 8.3 The End User shall, on request, make available to ADC copies of any test reports.

### 9. WHAT ADC WILL DO

- 9.1 If ADC is satisfied, after inspection or otherwise, that the System does not comply with the warranties in paragraphs 2 and 3 (subject to the other conditions and limitations herein), then, at ADC's sole discretion:
  - 9.1.1 The defective Products will be repaired or replaced, and ADC may pay for the appropriate cost to repair or replace any such defective Products, or
  - 9.1.2 The purchase price of the defective Products will be refunded.
- 9.2 Subject to paragraph 10.1, any defective Products removed by ADC will be repaired at the premises at which they are located (in which case the End User will ensure that ADC or its authorised representatives are allowed free access for such purpose) or at the manufacturer's premises (as necessary).
- 9.3 If any Product has been upgraded, ADC shall have the option to use such a product to satisfy its obligations providing that the functionality and performance of the upgraded product is at least equal to that set out in the specification for the replaced Product.

**10. ADC'S LIABILITY TO YOU UNDER THIS WARRANTY**

- 10.1 The Warranties in paragraphs 2 and 3 above shall only be applicable if:
  - 10.1.1 The End User presents the System warranty certificate by ADC and
  - 10.1.2 New Products were used in the System at the time of installation and
  - 10.1.3 The defect was not caused by incorrect or negligent handling, disregard of any reasonable instruction given by ADC, any abnormal use (including the use of unsuitable or defective tools or equipment in connection with the Products), over-loading, unreasonable wear and tear or any other fault by the End User, its sub-contractors, servants or agents and
  - 10.1.4 The defect was not caused by any other external act or omission or circumstance beyond ADC's control occurring after delivery by ADC and
  - 10.1.5 The defect such as bit errors was not caused by external noise (like lightning, motors or appliances),
- 10.2 Subject to the limitations in paragraph 11.2 the remedy described in sub paragraph 9.1 shall constitute the End User's sole and exclusive remedy for any breach of the warranties in paragraphs 2 and 3 hereof. Except as specifically stated herein, it is acknowledged that neither ADC nor the manufacturer of any Product has given any other warranties express, other than implied or statutory. All warranties implied by law for the System during the Warranty Period are excluded.
- 10.3 Subject to the limitations in paragraph 11.2 neither ADC nor the manufacturer of any Products will be liable whether in contract, tort (including without limitation negligence), by way of indemnity or otherwise for any loss of revenue, profit, contracts, customers, business or goodwill or any indirect or financial loss or incidental, special or consequential damages that may be suffered by a purchaser or user, including End User, of any Products.
- 10.4 Subject to the limitations in paragraph 11.2 and except as explicitly provided otherwise in this document, neither ADC nor any such manufacturer's liability for any claims or damages arising out of or connected with the warranties in paragraphs 2 and 3 of the manufacture, sale, delivery or use of the defective Products exceed the purchase price of the defective Products. This clause shall survive failure of an exclusive remedy.

**11. GOVERNING LAW**

- 11.1 These conditions shall be governed by and construed in all respects in accordance with the law prevailing in India.
- 11.2 Nothing in these conditions shall purport to exclude or restrict any liability the exclusion or restriction of which is prohibited by law.

**CONDITIONS FOR TrueNet® CERTIFIED INTEGRATOR COMPANY**

**1. DEFINITIONS**

- 1.1 Meanings given to the words and expressions in the CONDITIONS FOR END USER shall have the same meaning herein.

**2. PURCHASE OF PRODUCTS**

- 2.1 The Products, which comprise the System, must be purchased from their respective manufacturers, subsidiaries, agents or distributors and stored, before installation, in an appropriate environment.

**3. INSTALLATION OF THE SYSTEM**

- 3.1 The Products must be installed as a System in accordance with the Product installation sheets and Applicable Structured Cabling Standards as stated in the Registration Form:
- 3.2 The TrueNet® Certified Integrator shall test the installation of the System in accordance with the guidelines listed in the Registration Form. All installations shall be tested using the correct level of tester that is calibrated in line with its manufacturer's instructions.
- 3.3 Any alterations, modifications and/or additions made to a warranted System at the request of the End User must be performed in accordance with the same System requirements.
- 3.4 Only a TrueNet® Certified Integrator shall be authorised to install the Products as a System and to apply for the warranties in paragraphs 2, and 3 of the CONDITIONS FOR END USER on behalf of the End User.

**4. REPRESENTATIONS BY TrueNet® Certified Integrator**

- 4.1 The TrueNet® Certified Integrator is not authorised by ADC to do or omit to do anything which might result in ADC having more onerous obligations in relation to the System or Products than those contained in the warranties in paragraphs 2 and 3 of the CONDITIONS FOR END USER.
- 4.2 The TrueNet® Certified Integrator shall not, nor shall it purport to, represent to any person that it is authorised to act on behalf of ADC.

**5. CLAIMS PROCEDURE**

- 5.1 Any alleged defect in the warranted System must be inspected within five working days of notification by the End User and, after inspection, the TrueNet® Certified Integrator shall furnish ADC letter of claim which describes the defect and, if so requested, all design plans, installation records, test reports and other such documents relating to the allegedly defective System.

**6. TrueNet® CERTIFIED INTEGRATOR OBLIGATIONS**

- 6.1 Where the defect is a result of the TrueNet® Certified Integrator's failure to comply with the conditions of paragraphs 2 and 3 above (PURCHASE OF PRODUCTS and INSTALLATION OF THE SYSTEM) the TrueNet® Certified Integrator shall be responsible for replacing and/or repairing the defective System or Products.
- 6.2 ADC reserves the right to claim for reimbursement of all costs incurred as a result of its own investigation where such investigation reveals the defect to have been caused by any breach of paragraphs 2 and 3 (PURCHASE OF PRODUCTS and INSTALLATION OF THE SYSTEM) above or the defect cannot be detected.

**7. GOVERNING LAW**

- 7.1 These conditions shall be governed by and construed in all respects in accordance with the law prevailing in India.
- 7.2 Nothing in these conditions shall purport to exclude or restrict any liability the exclusion or restriction of which is prohibited by law.



**www.adc.com/in**

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ADC Telecommunications, Inc., P.O. Box 1101, Minneapolis, Minnesota USA 55440-1101  
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