

C-NET Warranty

TERMS AND CONDITIONS



CAT5e

CAT6

CAT6A

FIBRE

VOICE

At C-NET, our commitment to total efficiency is reflected in our approach to warranty provision. C-NET structured cabling solutions are carefully selected to provide excellent quality throughout the range.

With years of certification and product performance data to rely on, C-NET now offers a 25 Year warranty on all installations. Combine Cat5e, Cat6, Cat6a and fibre products to create a high performance network that complies with the ISO/IEC 11801 standards.

The 25 year warranty is available to all registered installers. Our technical team validates the test data before issuing the coveted C-NET warranty certificate, offering protection for your investment in the years ahead.

25 YEAR WARRANTY

ADDITIONAL C-NET FEATURES

- End to end network solutions
- Level IV test results required for analysis
- Class D, E & Ea, channel and permanent link method
- Compliance to ISO 11801 1.2 (2000-1)
- Warranty certificate provided
- Copper and fibre networks



TO REGISTER AS A C-NET INSTALLER

EMAIL

info@cnet-cablingsystems.com

OR CALL US NOW ON

00353 1 426 4005

C-NET – An Introduction

C-NET structured cabling, networking constitute an end-to-end solution where performance, ease of installation and cost effectiveness are prerequisites. With an emphasis on compatibility and standards compliance 'from cable to Connectivity', reliability and product availability, C-NET is the complete value for money solution.

Since the brand was conceived in 2007, C-NET has enjoyed formidable growth. C-NET is one of the top structured cabling brands Globally and in Ireland, making its transformation from own-label to mainstream product set complete.

We believe the true value of any warranty is the support it provides and the level of control it offers over the quality of the product, installation and testing prior to the site hand-over.

C-NET Cabling Partner Programme

A C-NET Cabling Partner is an accredited installer who has undergone extensive training and passed an exam to prove that they fully understand the C-NET Structured Cabling System and how to best implement it. All training courses are run by our in house Technical solutions Manager who has over 30 years Data comms Experience within the Industry.

C-NET System Warranty

The C-NET System Warranty provides a 25-year product and applications assurance of compliance with the industry performance standard appropriate to the class of cabling installed. The C-NET System Warranty is only available when the said system is designed, supplied and installed by a C-NET accredited installer.

How does it work?

Once site testing has been completed, the AI provides a copy of each link test, together with site drawings and other relevant information (Please: refer to 'Warranty procedure' for the testing requirements). When this information has been evaluated and accepted by our C-NET Warranty Co-ordinator, certification will be issued.

Upon receipt of the application, and the required information in the correct format, the C-NET Warranty Team will complete the above process within a maximum of five working days.

The End User/Client will then receive the C-NET warranty certificate and documentation from the AI. The warranty certificate will be dated from the date of the last test.

To qualify for the warranty the installation must be made up entirely of C-NET products, which must be new at the time of installation.

What is covered by the warranty?

This is a link performance warranty, covering patch panel to outlet and/or patch panel to patch panel links.

The warranty covers components and applications. This means that if a component in any link fails, or the structured cabling fails to support an application that it has been tested to carry (such as Gigabit Ethernet), then a claim can be made on the warranty.

All links must be installed and tested to C-NET and industry guidelines to qualify for the warranty. (refer to 'Warranty procedure' and Installation Guidelines section).

Horizontal links and/or inter-cabinet links are covered by the warranty.

What isn't covered by the warranty?

All information supplied to C-NET from the AI pertaining to the warranty must be an accurate and true representation of the installation work undertaken. Should it become known that deliberately falsified information has been tendered to C-NET, the warranty shall be rendered null and void.

- The warranty does not cover accidental or malicious damage to the installed links by individuals.
- The warranty does not cover damage caused by external circumstances beyond our control.
- The warranty does not cover links for which compliant test results were not supplied at the time of application.

If subsequent work is carried out on the network or surrounding services (electrical, water, etc) that may have an effect on the performance of the cabling, the cabling must be re-tested. If the cabling is not retested, this may invalidate the warranty. For further detail please refer to our full terms and conditions of sale.

How do I make a claim?

In the event of partial or total failure of the installation, the end user should contact the AI who installed the system. They will undertake a site survey to establish the extent of the problem and the actual cause. If it is found that installed C-NET product covered by a valid warranty is at fault, then the AI will supply replacement product to resolve the problem at no cost to the customer.

If the AI is no longer in business, the customer should contact C-NET's post-sales department, providing full details, in writing, of the installation and problem. C-NET or an alternative AI will provide support, and where necessary replace/repair the products, to ensure the certified levels of performance are achieved.

If an engineer is despatched to the site and it is found that the cabling system or workmanship is not at fault, then the customer will be charged at the standard rate for the engineer's time and travelling expenses.

Warranty procedure

There are a number of ways that you can submit your C-NET warranty including via the online registration system by email or post.



ONLINE REGISTRATION

- Complete the online Site Registration Form located at <http://www.cnet-cablingsystems.com/partner-area/warranties> (NB: you will need a login to access the Partner Area. This can be requested at <http://www.cnet-cablingsystems.com/partner-area/>)
- You will be emailed a reference number by return which must be quoted when emailing your test results to info@cnet-cablingsystems.com
- Please send full test results for every horizontal link to be covered.



BY EMAIL

- Complete a Site Registration Form available from www.cnet-cablingsystems.com
- Email the completed form to info@cnet-cablingsystems.com
- Please send full test results for every horizontal link to be covered.



BY POST

- Complete a Site Registration Form available from www.cnet-cablingsystems.com
- Please send full test results for every horizontal link to be covered on CD, DVD or USB memory stick.
- Post to:
 - CNet House,
 - Unit L7 Ballymount Drive,
 - Ballymount Industrial Estate,
 - Dublin
 - D12 FVO7
 - Ireland



Important

- The test equipment shall support the standard for which the warranty is being sought.
.....
- The tester shall be calibrated within 1 year prior to the test date. The calibration date shall be deemed to be the date stored electronically within the tester and the test results (NB: this can only be carried out by an approved calibration facility, refer to tester manufacturer for approved facilities). Where the date within the results is outside of this 1 year period the results will not be accepted.
.....
- The test results shall be submitted in the tester manufacturer format (e.g. Fluke Linkware flw, Psiber Wirexpert Prx format). PDF test results are NOT accepted.
.....
- Full graph data shall be included in the test results (this is set prior to testing).
.....
- Do NOT submit duplicate results.
.....
- The latest tester software and firmware (as of the date of commencement of testing the whole project or phase) shall be installed.
.....
- The warranty shall be issued against the standard tested (e.g. EN 50173, ISO 11801 Class E).



C-NET reserves the right to make a site visit and inspect the installation before a warranty is issued.

COPPER (HORIZONTAL 4 PAIR)

- 100% of all horizontal links are to be tested as permanent links. Patch Panel to Patch Panel links are to be tested as Permanent Links. Switch Links (Patch Panel to RJ45 plug) test as a Channel using Channel Adapters plus one 3m C-NET Patch Lead of the same category.
- Full results must be submitted for each link.
- Results to be submitted in the original tester format (see above).

COPPER (VERTICAL CAT3/CW MULTIPAIR)

- Links that are submitted for warranty must include:
- Length
- Continuity report
- Cable construction type and pair data.

FIBRE OPTIC LINK

- Tier 1 certification must be completed and submitted for each fibre link.
- Details of the construction and core count of the fibre cable are needed.
- Results can be submitted on a manual link loss sheet or files from the tester used.

Tier 1 certification refers to the use of a light source and power meter to perform continuity and loss testing of the installed links.

CLASS E_A/CATEGORY 6_A WARRANTY

An installation must be tested to Category 6A performance and 100% link tests must be performed using Level IIIe test equipment as a minimum. Either a permanent link adapter or approved manufacturer's test head must also be used.

Requirements for Class E_A/Category 6_A warranty

- A copy of your C-NET training certificate.
- C-NET or approved equivalent patch cords must be installed.
- Test to ISO11801 Class EA or EN50173 Class EA

Successful warranty applications will receive a 25-year certification confirming:

- Compliance with ISO11801 2000 2nd edition.
- Support of current and future Class EA protocols.
- Guaranteed backward compatibility.
- Guaranteed compliance with de-embedded values.

For a full list of protocols supported by the C-NET Category 6 warranty, please refer to appendix A.

CLASS E/CATEGORY 6 WARRANTY

An installation must be tested to Category 6 performance and 100% link tests must be performed using Level III test equipment as a minimum. Either a permanent link adapter or approved manufacturer's test head must also be used.

Requirements for Class E/Category 6 warranty

- A copy of your C-NET training certificate.
- C-NET or approved equivalent patch cords must be installed.
- Test to ISO11801 Class E or EN50173 Class E

Successful warranty applications will receive a 25-year certification confirming:

- Compliance with ISO11801 2000 2nd edition.
- Support of current and future Class E protocols.
- Guaranteed backward compatibility.
- Guaranteed compliance with de-embedded values.

For a full list of protocols supported by the C-NET Category 6 warranty, please refer to appendix B.

CATEGORY 5E WARRANTY

An installation must be tested to Class D/Category 5e performance and 100% link tests must be performed using Level III test equipment as a minimum. Either a permanent link adapter or approved manufacturer’s test head must also be used.

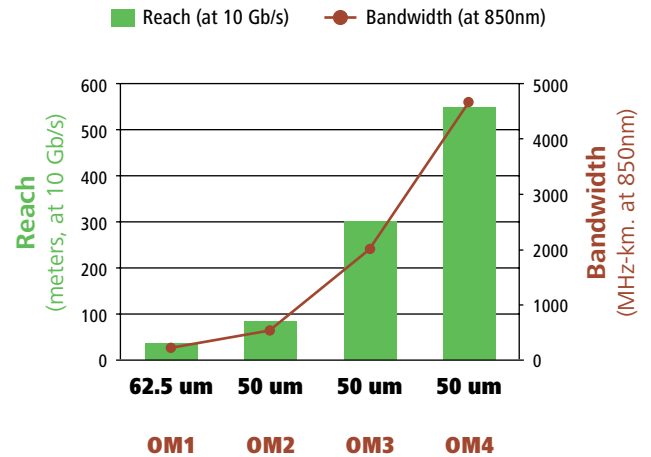
- A copy of your C-NET training certificate.
- C-NET or approved equivalent patch cords must be installed.
- Test to ISO11801 Class D or EN50173 Class D

Successful warranty applications will receive a 25-year certification confirming:

- Compliance with ISO11801 2000 2nd edition.
- Support of current and future Class E protocols.
- Guaranteed backward compatibility.

For a full list of protocols supported by the C-NET Category 5e warranty, please refer to appendix C.

CNET FIBRE OPTIC REACH & BANDWIDTH BY MULTIMODE FIBRE TYPE



MULTIPAIR WARRANTY

Links that are submitted for warranty must include:

- Length
- Continuity report
- Cable construction type and pair data

FIBRE OPTIC WARRANTY

Tier 1 testing must be completed for each link that requires a warranty. Test results can be submitted either on a fibre link loss sheet or directly from the tester used. Only the overall attenuation is required when submitting results. The maximum loss allowed can be worked out using the table below.

OPTICAL FIBRE TYPE	MAXIMUM CHANNEL ATTENUATION dB			
	Multi Mode		Single Mode	
	850nm	1300nm	1310nm	1550nm
OF-300 (MAX 300MTRS) OM1, OM2, OM3, OM4, OS1, OS2	2.55	1.95	1.8	1.8
OF-500 (MAX 500MTRS) OM1, OM2, OM3, OM4, OS1, OS2	3.25	2.25	2	2
OF-2000 (MAX 2000MTRS) OM1, OM2, OM3, OM4, OS1, OS2	8.5	4.5	3.5	3.5

Appendix A

C-NET PROTOCOLS LIST – CATEGORY 6A/CLASS EA

Data systems supported include, but are not limited to:

LAN	STANDARD	NETWORK SPEED
ATM	CCITT I.432	155 AND 622* MB/S
ETHERNET	IEEE 802.3 10BASET	10 MB/S
FAST ETHERNET	IEEE 802.3 100BASET4	100 MB/S
FAST ETHERNET	IEEE 802.3 100BASET2	100 MB/S
FAST ETHERNET	IEEE 802.3 100BASETX	100 MB/S
FAST ETHERNET	100BASEVG	100 MB/S
GIGABIT ETHERNET	IEEE 802.3AB 1000BASET	1000 MB/S
10 GIGABIT ETHERNET	IEEE 802.3AE	10GB/S
TOKEN RING	IEEE 802.5	4, 16,100 MB/S
TP-PMD	ANSI X3T9.5	100 MB/S
ISDN	CCITT I.430	64 KB/S, 2 MB/S

The following networks and systems can be connected to and are supported on the C-NET cabling system subject to the use of the appropriate balun:

LAN	ORIGINAL CABLE MEDIA
IBM 3270	93 OHM RG 62 COAX
IBM AS400	105 OHM TWINAX
IBM TOKEN RING	150 OHM TWO PAIR
WANG VS OIS	75 OHM TWINAX
ETHERNET 10BASE2	50 OHM THINNET COAX RG58

BASEBAND VIDEO

RGB VIDEO

BROADBAND VIDEO

Many other applications can be supported on C-NET, e.g. analogue voice telephony.

Appendix B

C-NET PROTOCOLS LIST – CATEGORY 6/CLASS E

Data systems supported include, but are not limited to:

LAN	STANDARD	NETWORK SPEED
ATM	CCITT I.432	155 AND 622* MB/S
ETHERNET	IEEE 802.3 10BASET	10 MB/S
FAST ETHERNET	IEEE 802.3 100BASET4	100 MB/S
FAST ETHERNET	IEEE 802.3 100BASET2	100 MB/S
FAST ETHERNET	IEEE 802.3 100BASETX	100 MB/S
FAST ETHERNET	100BASEVG	100 MB/S
GIGABIT ETHERNET	IEEE 802.3AB 1000BASET	1000 MB/S
TOKEN RING	IEEE 802.5	4, 16,100 MB/S
TP-PMD	ANSI X3T9.5	100 MB/S
ISDN	CCITT I.430	64 KB/S, 2 MB/S

The following networks and systems can be connected to and are supported on the C-NET cabling system subject to the use of the appropriate balun:

LAN	ORIGINAL CABLE MEDIA
IBM 3270	93 OHM RG 62 COAX
IBM AS400	105 OHM TWINAX
IBM TOKEN RING	150 OHM TWO PAIR
WANG VS OIS	75 OHM TWINAX
ETHERNET 10BASE2	50 OHM THINNET COAX RG58

BASEBAND VIDEO

RGB VIDEO

BROADBAND VIDEO

Many other applications can be supported on C-NET, e.g. analogue voice telephony.

Appendix C

C-NET PROTOCOLS LIST – CATEGORY 5E CLASS D

Data systems supported include, but are not limited to:

LAN	STANDARD	NETWORK SPEED
ATM	CCITT I.432	155 AND 622* MB/S
ETHERNET	IEEE 802.3 10BASET	10 MB/S
FAST ETHERNET	IEEE 802.3 100BASET4	100 MB/S
FAST ETHERNET	IEEE 802.3 100BASET2	100 MB/S
FAST ETHERNET	IEEE 802.3 100BASETX	100 MB/S
FAST ETHERNET	100BASEVG	100 MB/S
GIGABIT ETHERNET	IEEE 802.3AB 1000BASET	1000 MB/S
TOKEN RING	IEEE 802.5	4, 16, 100 MB/S
TP-PMD	ANSI X3T9.5	100 MB/S
ISDN	CCITT I.430	64 KB/S, 2 MB/S

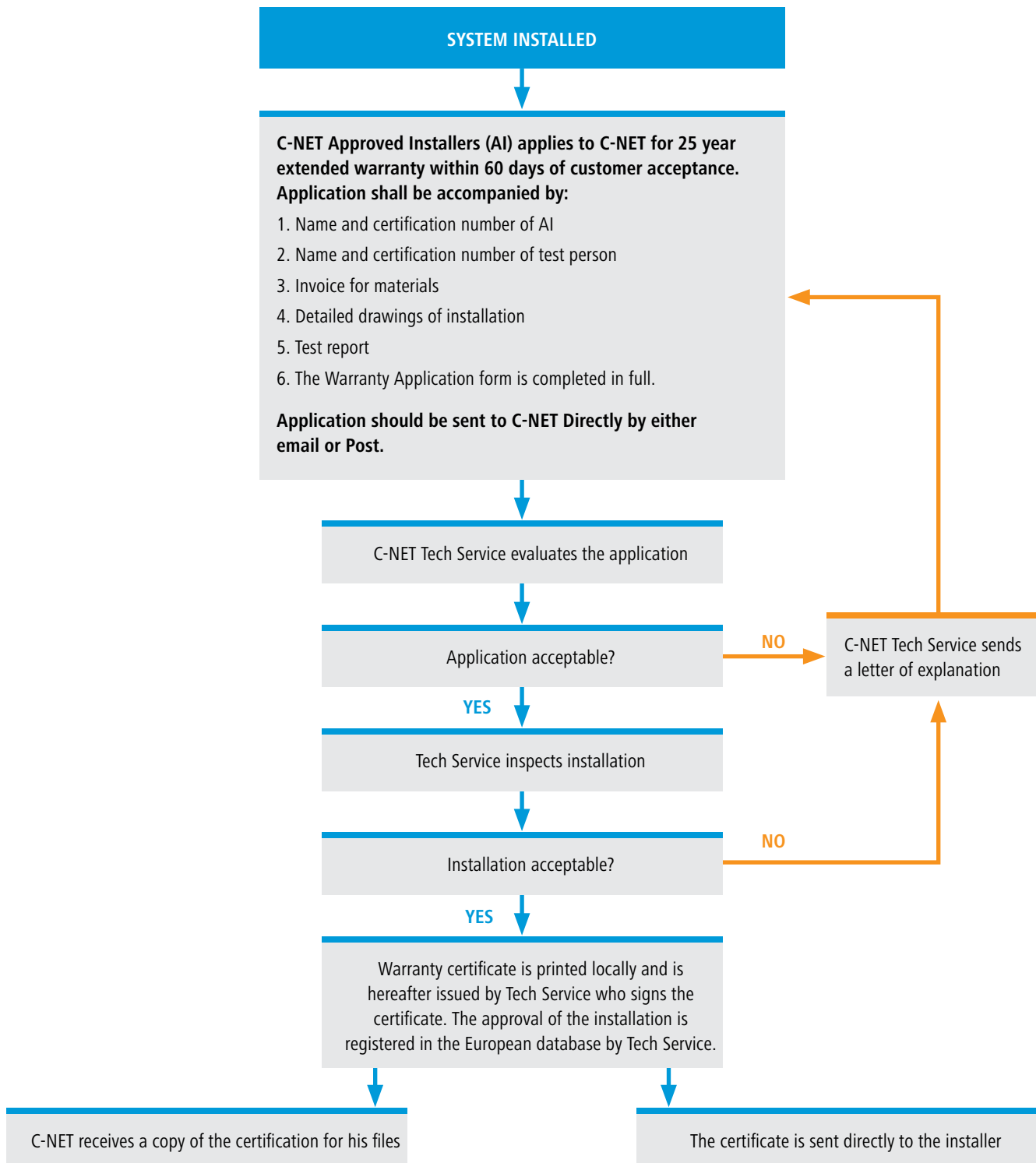
The following networks and systems can be connected to and are supported on the C-NET cabling system subject to the use of the appropriate balun:

LAN	ORIGINAL CABLE MEDIA
IBM 3270	93 OHM RG 62 COAX
IBM AS400	105 OHM TWINAX
IBM TOKEN RING	150 OHM TWO PAIR
WANG VS OIS	75 OHM TWINAX
ETHERNET 10BASE2	50 OHM THINNET COAX RG58
BASEBAND VIDEO	
RGB VIDEO	
BROADBAND VIDEO	

Many other applications can be supported on C-NET, e.g. analogue voice telephony.

Warranty Registration Procedure

From when an application is received, the process should take no longer than 7 days





CALL US ON
00353 1 426 4005

FAX US ON
00353 1 456 9694

EMAIL US ON
info@cnet-cablingsystems.com

OR VISIT
cnet-cablingsystems.com