

Types of Installation

The Extended Warranty is applicable for commercial buildings, educational institutions, medical institutions, and other approved Structured Cabling Systems. A professional telecommunications designer (BICSI RCDD) must design the Structured Cabling System (SCS). The SCS must be installed in accordance with the current ANSI/TIA/EIA telecommunications standards and comply with national and local electrical and building codes.



Standard Warranty Claims

"Standard Warranty" refers to the Warranty statement, which is part of the CommScope Terms and Conditions of Sale for CommScope products. The Terms and Conditions are printed on the back of all "CommScope Order Acknowledgement" documents, which are routinely forwarded to the purchasing customer. The Standard Warranty applies to all products sold by CommScope and warrants that all products are free from defects in material and workmanship for a period of one year.

Should the end user/customer encounter a problem with a CommScope cable product covered by the Standard Warranty, they should:

1. Contact the local CommScope Representative or call 800-982-1708 or 828-459-5000 and ask for the Customer Quality Coordinator.
 - a. The CommScope Representative will initiate a "Customer Complaint".
2. Provide the following information:
 - a. CommScope product (Catalog Number) in question;
 - b. Alleged problem; and
 - c. All printed information from the CommScope label on the package.

All information must be included to expedite the process.

The CommScope Customer Quality Coordinator will:

- a. Process the Customer Complaint;
- b. Keep the customer informed of CommScope findings relating to the alleged defective product; and
- c. Inform CommScope Management of findings and assist with resolution.



3642 U.S. Hwy 70 East
Claremont, NC 28610
866-260-8758 • 828-459-5000
Fax 828-459-5099
www.commscope.com

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Product Extended Warranty Solution Guide



Program Overview

CommScope's 20 year Product Extended Warranty Solution ensures the end user that CommScope cables are free from material and workmanship defects and will meet or exceed the requirements of the applicable commercial building telecommunications cabling standards. These requirements are included in ANSI/TIA/EIA 568B series (as adopted through February 2003) for Balanced Twisted Pair, Fiber Optic Cables and the Society of Cable Telecommunications Engineers (SCTE) specifications for 75-Ohm Coaxial Cables. This warranty applies to CommScope cables installed in a Structured Cabling System (SCS), which are properly tested and registered with CommScope.

A Structured Cabling System will be considered for warranty if:

- a) Designed by a professional telecommunications designer (i.e. BICSI RCDD) or other recognized professional telecommunications equivalent certification;
- b) Installed in strict compliance with the appropriate commercial building telecommunications cabling standards (ANSI/TIA/EIA-568-B series, ANSI/TIA/EIA-569-A, ANSI/TIA/EIA-606-A, ANSI/TIA/EIA-607-A, and ANSI/TIA/EIA-758) to include addendums as adopted through February 26, 2003, and National and local building and electrical codes;
- c) Contains only CommScope cable products; and
- d) Contains a single manufacturer's connectivity components that are verified by an approved laboratory (like UL or ETL) to the appropriate Category (up to Cat 6) at the time of installation.

THIS DOCUMENT IS NOT INTENDED TO CONFER ANY WARRANTY. ONLY UPON COMPLETION ISSUANCE OF OFFICIAL COMMSCOPE WARRANTY CERTIFICATE BY COMMSCOPE WILL RESULT IN THE ISSUANCE OF YOUR WARRANTY. THE N.E.W.S. WARRANTY IS SUBJECT TO THE TERMS & CONDITIONS AS ESTABLISHED OR AMENDED BY COMMSCOPE.



Registration Procedures

CommScope must receive the completed warranty registration form and certified test reports within 30 days of installation [and successful testing].

The necessary forms for Warranty Registration may be obtained using one of the following methods:

1. Go to www.commscope.com under Network Products and click on Extended Warranty. Then click on the Registration Form button and save the form to a local disk drive and note where the form is saved locally.
2. Contact the CommScope Warranty Manager toll free at 1-866-260-8758 or via email at warrantymanager@commscope.com.
3. Contact the local CommScope Representative.

Complete the required Warranty Registration form(s). The completed form(s) may then be sent as an Email attachment(s) to warrantymanager@commscope.com along with the proper testing documents as defined below.

Appropriate testing information must include an acceptable test report for each cable submitted for warranty. All Twisted Pair cables must be tested using an approved "Certification Test Set." Fiber optic cables may be tested using an approved "Certification Test Set" or utilizing a power meter and light source. Test reports should be submitted in electronic format. If fiber testing is performed manually using a standard power meter and light source, the necessary form for submitting the test results is available from CommScope. Coaxial cable is normally tested manually; the necessary form for submitting the results is available from CommScope. To obtain the necessary forms for test reports for manual testing of fiber and coax, go to www.commscope.com under Network Products and click on Extended Warranty. Then click on the "Fiber Link" or "Coax" buttons and save the form to a local disk drive and note where the form is saved locally. The test reports may be:

- 1) Certified test reports from Fluke, Microtest, LanTech or other approved test equipment (Contact CommScope Warranty Manager for approval of test equipment) in electronic format.
- 2) Handwritten test reports for fiber optic cables and coaxial cables are acceptable. Required forms are available at www.commscope.com.

Moves, Adds, & Changes

Moves, Adds, and Changes commonly known as MACs are an integral part of the normal Structured Cabling System. MACs are considered as relocations or additions to the fixed horizontal or backbone cabling within the existing Structured Cabling System. MACs do not include cross-connections, interconnections, or work area (equipment) cords/cables. MACs may be included as a part of the CommScope Product Extended

Warranty System when properly installed and registered. To include a MAC in the Product Extended Warranty System, the following requirements must be met:

1. The MAC must be accomplished using the same termination manufacturer as the original Registered Structured Cabling System.
2. The MAC must be accomplished using only CommScope Cabling Products.
3. The MAC must be tested to the proper Standards.
4. The MAC must be registered with the CommScope Warranty Manager within 30 days of completion.

Once a MAC is deemed necessary, the installation contractor or properly trained personnel should be contacted to perform the installation. Once the installation is completed, the MAC should be tested using an approved certification test set.

To Register a MAC, choose any of the following options:

1. Go to www.commscope.com under Network Products and click on Extended Warranty. Click on the "MAC Registration Form," save the form to a local disk drive, and note where the form is saved locally. Fill out the form and email the completed form with the certified test results for the MAC to the CommScope Warranty Manager.
2. Contact the CommScope Warranty Manager toll free at 1-866-260-8758 or via email at warrantymanager@commscope.com.
3. Contact the local CommScope Representative.

If the MAC involved fiber and a manual power meter and light source was used for testing, submit the test results using the "Fiber Link" form. To obtain the "Fiber Link" form, choose one of the following:

1. Go to www.commscope.com under Network Products and click on Extended Warranty. Click on the "Fiber Link" form and save the form to a local disk drive note where the form is saved locally.
2. Contact the CommScope Warranty Manager toll free at 1-866-260-8758 or via email at warrantymanager@commscope.com.
3. Contact the local CommScope Representative.

The Warranty Manager will verify the test results and if the MAC is eligible to be included in the warranty, forward a letter stating the registered MAC is part of the CommScope Product Extended Warranty Solution for the Registered System.

Extended Warranty Claims

"Extended Warranty" refers to the warranty issued by CommScope under the Product Extended Warranty Solution. This warranty applies to CommScope products after they are installed, tested, registered and verified by the CommScope Warranty Manager and a Certificate of Warranty is issued.

Should the end user encounter a problem with Warranted CommScope Cable, they may notify CommScope using one of the following:

1. Go to www.commscope.com under Network Products and click on Extended Warranty. Then click on "Submit a Warranty Claim." Fill in the proper information and click Submit.
2. Contact the CommScope Warranty Manager toll free at 1-866-260-8758 or via email at warrantymanager@commscope.com.
3. Contact the local CommScope Representative.

The Warranty Claim form must be submitted within a commercially reasonable time not to exceed sixty (60) days of first detection of the alleged problem. CommScope reserves the right to refuse any claim brought after the expiration of the warranty term.

Once the completed Claim form is received, the CommScope Warranty Manager will:

1. Verify the warranty is in effect;
2. Verify cable in question is covered under the listed warranty;
3. Verify the problem with the end user/customer;
4. Audit the installation, if deemed necessary, to determine if the CommScope product is defective and then determine the cause of the defect;
5. If the CommScope product is deemed defective, determine the appropriate corrective action (if any) to correct the problem.

