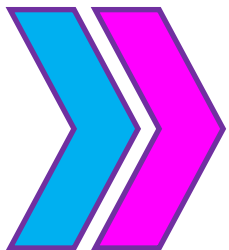
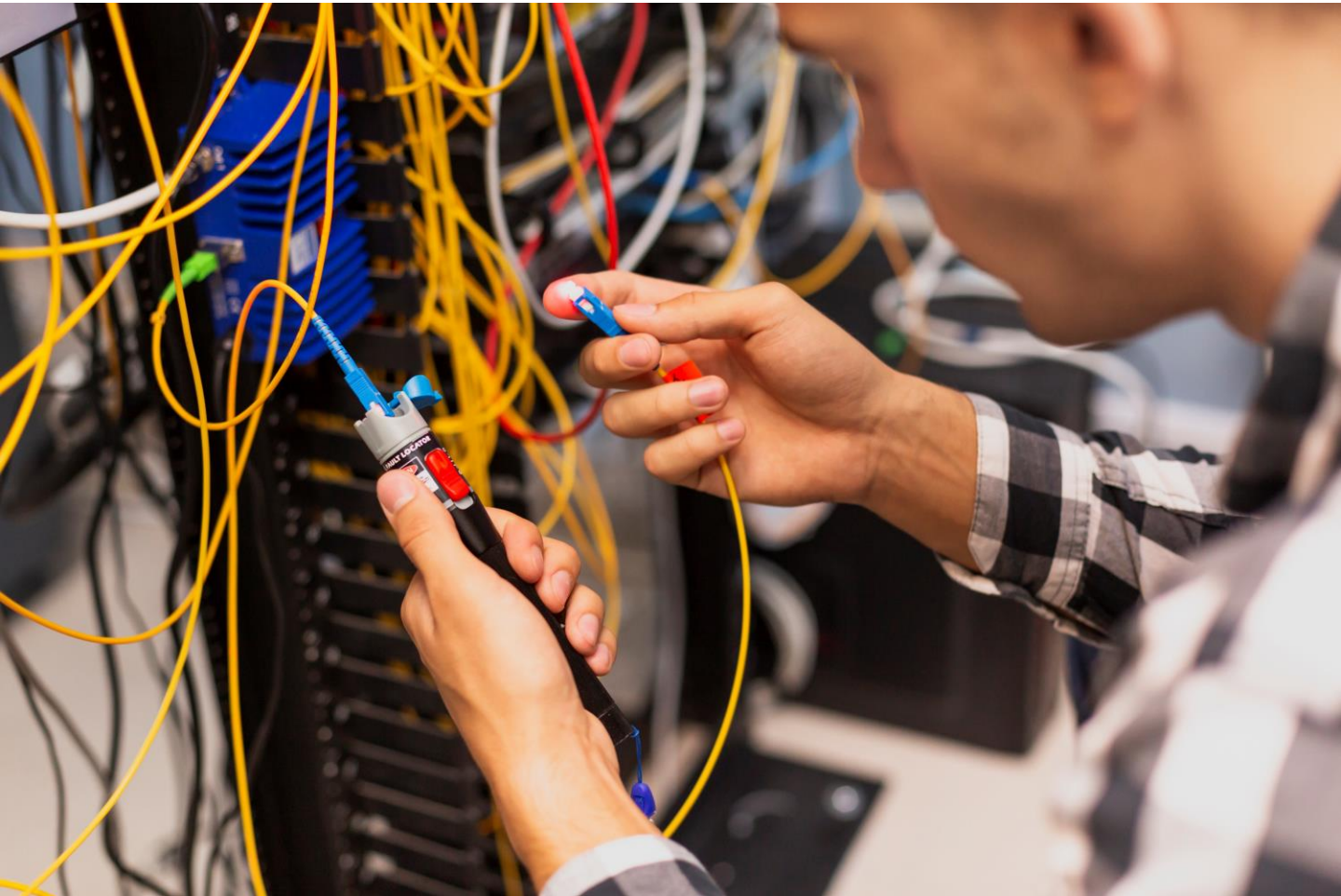




**NORTHERN
LINK**



WARRANTY PROGRAM
GAURANTEED PERFORMANCE
FOR 25 YEARS



**NORTHERN
LINK**

Northern Link Solutions

Limited System Warranty Terms & Conditions for Certified Contractors

Limited System Product and Performance Warranties are issued to projects that adhere to ANSI/TIA Standards for installation practices and system design. The warranty applies only to structured cabling systems that are properly designed and constructed using approved Northern Link products in conjunction with approved cables that are verified compliant with **ANSI/TIA 568** and **ISO 11801** series standards by an accredited testing laboratory.

This document does not constitute an agreement of any kind. This is a statement of existing policies and guidelines which may enable qualified participants to extend the potential benefit of more favorable warranty terms. These present policies and guidelines may be changed at any time by Northern Link. The terms and provisions of any relationship binding upon Northern Link shall be only those as provided in written agreements if any, hereafter signed by Northern Link.

Compliant Design / Design Verification

- Certified installer must be able to produce designs compliant with applicable performance standards or have access to a qualified system designer who will verify system compliance on behalf of the certified installer. Liability for the design of a system which will support ANSI/TIA-568 and ISO 11801 series performance rests with the certified installer and/or the system designer operating on behalf of the certified installer.
- All connectivity installed must be manufactured or provided by Northern Link (except as noted below) in order to qualify for the Northern Link Extended Warranties.
- Northern Link patch cords must be used to qualify for a full Channel warranty.

Note: Exceptions include but are not limited to electrical boxes, fittings, conduit, inner duct, surface mount raceway, modular furniture, and miscellaneous hardware that is not available from Northern Link.

Northern Link will provide the following structured cabling system warranty for 25 years from the date of issuance of Certificate to the end user:

I. Limited 1 Year Product Warranty

All products of the structured cabling system will be free from defects in material and workmanship, under normal and proper usage.

II. System Performance Warranty

The link/channel system performance will carry a Performance Warranty for a period of 25 years to the end user for which the system is completed, tested and certified.

III. Application Assurance Warranty

The installed system is warranted to support any current application which is endorsed to run over an infrastructure which complies to the specifications of standards organizations such as EIA/TIA, ANSI, etc.

The Extended Product Warranty includes all Northern Link connectivity products and Northern Link cable used in the Horizontal and Backbone cabling systems.



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Northern Link Warranty Conditions

- I. The system will have been registered through an authorized *Northern Link* installer with *Northern Link* approval prior to installation.
- II. The system will have been installed by a *Northern Link* Accredited in accordance with installation specifications and the requirements of the latest ANSI/TIA 568 & ISO/IEC 11801 standards. The products being installed must not have been used previously.
- III. All installation records must be updated by a *Northern Link* Accredited Installer to reflect any maintenance, i.e., Adds, Moves or Changes. The warranties are void if the product has been misapplied, misused, abused, damaged, or moved by anyone not approved by *Northern Link*.
- IV. Any warranty claim must be made by the original Accredited Installer, an approved *Northern Link* Channel Partner, or a *Northern Link* Sales Representative within 30 days of the alleged defect in the system products.
- V. The end user has the responsibility to have all installation records amended by containment design, maintenance and installation etc.
- VI. The end user must provide complete, accurate and true information. *Northern Link* reserves all rights to review the above-mentioned documents.
- VII. The end user shall provide free access to the system to both the original Accredited Installer and *Northern Link* representatives.

The Northern Link Accredited Installer Program ensures that work carried out by a *Northern Link* Accredited Installer will be done in strict accordance with Installation Practices and that the workmanship will conform to all standards. In the event of this not being the case, *Northern Link* undertakes to rectify the situation at own expense.

Please contact Northern Link™ for a list of the *Northern Link* Accredited Installers in your area.

Pre/Post Installation Inspection

Northern Link reserves the right, at its own expense, to inspect the site before, during, and/or after the installation to verify designs, materials, and installation practices. An inspection is not always necessary or required prior to issuance of warranty. Any changes to the infrastructure necessary to achieve compliance to building codes or standards is the obligation of the certified installer, as are any associated costs. Northern Link is not responsible for any alterations or change orders that result from inspections that result in noncompliance findings. It is the installer's responsibility to remedy those findings at their own expense.



Testing and Certification – Terms & Conditions

ANSI/TIA-568 Series compliant, UL verified level IIe, III, IV, or 2G field certification instruments are required for testing the category rated copper infrastructure. Northern Link reserves the right, at its expense, to be present during the testing, and to inspect and/or verify the test records before certification.

The installation must be tested in accordance with approved certification procedures as detailed in ANSI/TIA 568 and ISO/IEC Series standards and the BICSI Telecommunications Distribution Methods Manual.

- ☐ Permanent Links must be tested using appropriate Permanent Link Adapters with approved certification procedures as detailed in ANSI/TIA-568 or ISO 11801 Series standards
- ☐ Channels must be tested using appropriate Channel Adapters with approved certification procedures as detailed in ANSI/TIA-568 or ISO 11801 Series standards
- ☐ Modular Plug Terminated Links (MPTL) must be tested using one Permanent Link Adapter and one Patch Cord Adapter with approved certification procedures as detailed in ANSI/TIA 568 Series standard

All fiber optic installations to be certified must be tested with optical loss test sets (power meters or field testers), capable of reporting Insertion Loss and Length, or an appropriate OTDR capable of reporting link loss measurements. These test results will be submitted with a link loss budget corresponding to the installation.

Northern Link requires 100% testing of all installed copper and fiber optic Links and Channels that comprise both the horizontal and backbone portions of the structured cabling system. An exception is made for factory pre-terminated copper and fiber optic cable assemblies.

Factory Pre-Terminated Copper and Fiber Optic Cable Assemblies

All Northern Link pre-terminated copper and fiber optic cable assemblies are 100% factory tested to the appropriate ANSI/TIA 568 or ISO 11801 Series standards. Test results are provided for each assembly and should be kept as part of the projects permanent records.

In order to verify that damage has not occurred during handling / installation of the assembly, sample testing is required to obtain a system warranty. The post-installation testing requirements are as follows:

- 100% electrical continuity testing of each segment of copper trunk assemblies
- 100% optical continuity testing of each segment of fiber optic trunk assemblies
- Test 10% of segments in fiber optic trunk assemblies for insertion loss

After reviewing the submitted certification results for the project(s), Northern Link Technical Team will either approve the project warranty(s) or consult with the contractor on the steps necessary to remedy any installation or documentation issues.



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Northern Link Warranty Exclusions

1. The installation and maintenance of any other non-performing portions of the end user's system.
2. Any products not approved by Northern Link , or not included in the Northern Link product's warranty coverage.
3. The products have not been supplied directly by Northern Link or through a Channel Partner approved by Northern Link .
4. The system documentation and maintenance records, have been altered or falsified in any way without authorization from Northern Link.
5. The products have been misused, damaged, abused, removed from the original site, or have been relocated within the original site by a technician that has not been certified by Northern Link as being qualified to install Northern Link structured cabling systems.
6. The defective product resulting from an unauthorized or improper system design, installation, use, repair, or any system variation, misuse, neglect, accident, fire, water damage or abuse and acts of God.

Northern Link Claim Procedure

1. For a warranty claim to be valid, the end-user must first resolve all non-connectivity hardware and non-cable-related causes prior to making a claim under this warranty.
2. Warranty claims shall initially be made by the end-user to Northern Link.
3. For Technical Support, email techsupport@northernlink.com. Our experts will troubleshoot the problem with the end-user over the phone. If the issue cannot be resolved in that manner, authorized Northern Link Engineer will be deployed to the installation site for further troubleshooting to determine if the claim is valid.
4. If Cabling System repair and replacement due to component failure is required, Northern Link will do so only after reviewing and verifying the Cabling System. This must occur prior to the removal, replacement or repair of the defective System products.

Warranty Terms & Conditions may vary depending on the point of purchase. Warranty procedures can vary by country and are subject to local laws and requirements. Additional documentation may apply to obtain repairs or replacements.

Northern Link Limited Warranty Coverage and Claims

Northern Link Product and Performance Warranty provides that Northern Link product(s) used in the cabling system will be free from material defects and workmanship defects after the point of installation, when installed and tested by a Northern Link certified Installer. Northern Link certified installers warrant to the end-user that their installation practices and workmanship will adhere to all standards, or they (the Northern Link Certified Installer) will fix or repair any installation faults at their cost. Should a defect or problem occur with any Northern Link product or Northern Link-approved manufacturer's product, the item(s) will be replaced by the certified installer, or a contractor approved by Northern Link to perform warranty repair work. Northern Link reserves the right to deploy its own personnel to affect necessary warranty repairs and rework if needed.



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It is Northern Link' mission to provide Copper and Fiber solutions that ensure the integrity of your data. This commitment is evident in every aspect of our business – from product design, testing, and ease of installation to customer and technical support. It is also reflected in the 25 Year Product, System Performance and Application Assurance Warranty you receive when installing a Northern Link structured cabling system.

This comprehensive warranty ensures that your network will operate flawlessly and support any application designed to the ANSI/TIA 568.2-D and ISO/IEC 11801 standards – now and for many years to come.

Manufacturing a comprehensive product range, supporting Unshielded & Shielded and Fiber Optic solutions, Northern Link provides; cable, patch panels, outlets, connectors, patch cords and cable management – a complete cabling network system. Northern Link Category 5e, Category 6, Category 6A and Category 8 systems, exceed all ANSI/TIA568.2-D, ANSI/TIA-568.3-D and ISO11801:2017 performance standards for near-end crosstalk (NEXT), ANEXT and attenuation-to-crosstalk ratio (ACR), maximizing the users return on investment by significantly extending the life of the system.

Application Assurance

Northern Link warrants that the installed structured cabling system will support any current or future

network applications that are designed for transmission over certified permanent links or channels as defined by ANSI/TIA 568 and ISO/IEC 11801 Series standards in effect at the time of installation.

Supported network applications are dependent upon the category rating of the installed system.

Networking applications include, but are not limited to:

Category 5e / Class D

- 10BASE-T
- 100BASE-TX
- 100BASE-T4
- ATM-25
- ATM-51
- ATM-155
- 100VG-AnyLan
- TR-4
- TR-16 Active
- TR-16 Passive

Category 6 / Class E

- 10BASE-T
- 100BASE-TX
- 100BASE-T4
- 1000BASE-T
- ATM-25
- ATM-51
- ATM-155
- 100VG-AnyLan
- TR-4
- TR-16 Active
- TR-16 Passive

Category 6A / Class EA

- 10BASE-T
- 100BASE-TX
- 100BASE-T4
- 1000BASE-T
- 10GBASE-T
- ATM-25
- ATM-51
- ATM-155
- 100VG-AnyLan
- TR-4
- TR-16 Active
- TR-16 Passive
- HDBaseT

Category 8/ Class I

- 10BASE-T
- 100BASE-TX
- 100BASE-T4
- 1000BASE-T
- 10GBASE-T
- 25GBASE-T
- 40GBASE-T
- ATM-25
- ATM-51
- ATM-155
- 100VG-AnyLan
- TR-4
- TR-16 Active
- TR-16 Passive
- HDBaseT