



The DYNAMIX Certified Cabling System™ offers a 20 Year Replacement Warranty for Cat 5e or Cat 6 UTP Permanent Cabling Solutions. Cat 5e or Cat 6 patch panels, jacks and cable products that are certified for use in the DYNAMIX Certified Cabling System display either of the following logo's:



The DYNAMIX Certified Cabling System warranty is provided to the end user by Computer Dynamics Limited and supported by a matching warranty from the original product manufacturer. The DYNAMIX Certified Cabling System can only be offered to end users by installers who have been authorized by Computer Dynamics Limited to offer the warranty. To apply for authorization installers should contact their supplier of DYNAMIX certified products.

## INSTALLATION SITE WARRANTY TERMS AND CONDITIONS

### THE WARRANTY

The DYNAMIX Certified Cabling System offers a 20 Year Replacement Warranty for Cat 5e or Cat 6 UTP Permanent Cabling Solutions. The DYNAMIX Certified Cabling System warranty is provided to the end user by Computer Dynamics Limited. The 20 Year Warranty Period shall commence from the date of issue of the Warranty Certificate. Warranty of the DYNAMIX Certified Cabling System including repairs or product replacement undertaken as part of any Warranty claim will end 20 Years from the date of issue of the Warranty Certificate.

### PRODUCTS COVERED BY THE WARRANTY

The Cat 5e or Cat 6 Permanent Cabling Solution must comprise exclusively of certified DYNAMIX branded products. Patch panels, jacks and cable products that are certified for use in the DYNAMIX Certified Cabling System display either of the following logo's:



### WARRANTY PROVISIONS

Subject to the provisions of the Terms and Conditions, Computer Dynamics Limited warrants to the End User that the DYNAMIX Certified Cabling System will:

- 1) Be free from defects in materials and workmanship under normal and proper usage.
- 2) Equal or exceed the Cat 5e TIA/EIA-568-B.2, ISO/IEC 11801 and EN 50173-1 specifications or Cat 6 TIA/EIA-568-B.2-1, ISO/IEC 11801 and EN 50173-1 specifications for link performance prevailing at the time of installation.
- 3) Support any and all solutions designed to operate on a Cat 5e or Cat 6 UTP Permanent Cabling Solution.

Computer Dynamics Limited shall assume responsibility to the End User to remedy any defect or deficiency commencing on the date of issue of the Warranty Certificate.

The Warranty covers the full cost of locating any fault with the DYNAMIX Cat 5e or Cat 6 Permanent Cabling Solution together with the subsequent repair of the fault including replacement and installation of any parts that form part of the DYNAMIX Cat 5e or Cat 6 Permanent Cabling Solution.

### END USER OBLIGATIONS

During the Warranty Period the End User is required to retain and make available on request the current copy of the Site Installation Record and the current Test Reports as supplied by the DYNAMIX Approved Installer.

If the End User discovers a problem with the Cat 5e or Cat 6 Permanent Cabling Solution they must notify their DYNAMIX Approved Installer in writing of the possible fault within 14 days of detecting the fault.

### WARRANTY EXCLUSIONS AND LIMITATIONS

1. The Warranty only applies to the DYNAMIX products as supplied for the DYNAMIX Certified Cabling System and which form the Cat 5e or Cat 6 Permanent Cabling Solution and does not include those products connected beyond the Permanent Cabling Solution.
2. The Warranty does not cover the cost for the implementation of any temporary solutions whilst any part of the warranted solution may be inoperable and awaiting repair.
3. The Warranty does not cover damage or defects resulting from improper or non-compliant use, misuse, design or installation errors, adds, moves, changes, alterations, neglect, accident, abuse, fire or any natural disaster.
4. The Warranty does not cover damage caused by or resulting from alteration to any building structure housing any part of the Cat 5e or Cat 6 Permanent Cabling Solution.
5. The Warranty is immediately voided if any part of the Cat 5e or Cat 6 Permanent Cabling Solution is altered, moved, changed or added to and the work is undertaken by other than a DYNAMIX Approved Installer.
6. The Warranty does not cover claims for consequential loss or damage, loss of profits or any other loss or damage that may result from the failure of any part of the Warranted system.
7. The maximum liability of Computer Dynamics Limited arising from any loss or claim shall not exceed the total invoiced cost of the Cat 5e or Cat 6 Permanent Cabling Solution as covered by the Warranty.

### WARRANTY CLAIM

- 1) The End User will notify their DYNAMIX Approved Installer in writing within 14 days of detecting a fault.
- 2) The DYNAMIX Approved Installer will then notify Computer Dynamics Limited within 7 business days of receipt of the notification from the End User of the existence of a possible claim under the warranty.
- 3) As soon as practically possible, and within no more than 30 days from receipt of the written notification of a fault being detected by the End User, the DYNAMIX Approved Installer will investigate the reported fault, will determine whether or not the fault is covered by the provisions of the DYNAMIX Certified Cabling System warranty and if the fault is with the products covered by the warranty the DYNAMIX Approved Installer will undertake all measures to rectify the problem. Upon completion of the repair work undertaken as part of the warranty the DYNAMIX Approved Installer will submit a Warranty Claim to Computer Dynamics Limited.

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