

NIKOMAX System Warranty Program

NIKOMAX offers premium class network solutions from Structured Cabling System (SCS) to networking components and equipment. It comprises a full range of quality copper and fiber optic products that support all of today's network infrastructure requirements. The product line includes various types of copper LAN cables of 5e, 6, 6A, 7, 7A categories and fiber cables together with its system components.

NIKOMAX is managed by the team of professionals, which are constantly striving to implement the latest innovation and technologies in the product range, thus surpassing quality and performance standards, meeting industries technical compliance and providing excellence in the services.

NIKOMAX provides to the customers 15-year and 25-year System Warranties as well as the confidence and security that NIKOMAX Cabling System will deliver the performance they expected and this performance will satisfy their long-term networking needs.

Program Outline

I. NIKOMAX Certified Installer

The NIKOMAX Installer Support Program offers installers to attend NIKOMAX Cabling System Authorized Course. This Course represents the extensive training on designing, installation and testing of NIKOMAX Structured Cabling System in compliance with accepted world standards. Upon the end of the training, each attendee should sit an exam to demonstrate a full understanding of the learned material. After the successful pass of the exam, the Partner company and its expert will be awarded certificates, which entitle them to apply for NIKOMAX System Warranty.

II. NIKOMAX Warranty

NIKOMAX offers two types of warranty: the component warranty and the NIKOMAX System Warranty.

1) Component warranty

The component warranty is the standard term warranty. This warranty applies to separate NIKOMAX components, which are the part of a Structured Cabling System. NIKOMAX guarantees that the component is free from manufacturer defects for a period as indicated in the Table 1. The component warranty term starts from the purchase date of the component from NIKOMAX local legal entity or NIKOMAX Authorized Partners.

Type of component	Component warranty period		
	1 year	5 years	15 years
9-series NIKOLAN Cable			✓
4-series NIKOLAN Cable		✓	
2-series NIKOLAN Cable	✓		
Fiber optic NIKOLAN Cable		✓	
NIKOMAX Patch panels		✓	
NIKOMAX Keystone jacks		✓	
NIKOMAX Telecommunications outlets		✓	
NIKOMAX Patch cords	✓		
NIKOMAX Snap-in patch panels and accessories	✓		
NIKOMAX Fiber distribution units and accessories	✓		
NIKOMAX Tools and Testers	✓		
Table 1 – Component Warranty rules			

The component warranty covers manufacturing defects only. Any defects caused by inappropriate installation, misused, maintenance, transportation and storage as well as damages caused by natural disasters such as fire, lightning, flood, earthquake, etc. are not covered by component warranty.

2) NIKOMAX System Warranty

The key point of the System Warranty is that NIKOMAX offers products and applications assurance of compliance with the industry performance standard appropriate to the class of cabling installed up to 25-years from the date of issue of the Warranty Certificate.

The NIKOMAX System Warranty provides assurance of fiber and/or copper link performance, 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 10 Gigabit Ethernet), then a claim can be made on the warranty.

NIKOMAX offers two types of System Warranty, 15- and 25-year System Warranties.*

15-year System Warranty is applicable to the 4-series NIKOLAN copper cable which are deployed in the Structured Cabling System.

25-year System Warranty is applicable to the 9-series NIKOLAN copper cable with NIKOLAN fiber optic cable which are deployed in the Structured Cabling System.

* The NIKOMAX System Warranty Terms & Conditions as well as markets' rules and requirements vary from country to country. For more information, please refer to your local NIKOMAX representative.

III. How to obtain the NIKOMAX System Warranty?

1) Conditions for the NIKOMAX System Warranty

- a) Designing, installation and certification testing are carried out by NIKOMAX Certified Installer;
- b) Only NIKOMAX-manufactured cabling system components are implemented into the Customer's system;
- c) NIKOMAX products are purchased from a NIKOMAX or its Authorized Partner, who has the right to provide extended warranty;
- d) NIKOMAX confirms that all the forms are filled in correctly and the test results are in compliance with specified standard;
- e) NIKOMAX SCS owner is issued the System Warranty certificate confirming the proper design of the project, installation quality and link compliance with international ISO/IEC 11801 Standard;
- f) The delivered goods are paid in full by NIKOMAX SCS owner (or its contractor). If NIKOMAX local legal entity acts as designer, installer and testing organization, these works should be paid in full as well.

2) Course of action for obtaining the NIKOMAX System Warranty

In order to obtain the NIKOMAX System Warranty, application forms of NIKOMAX 25-year System Warranty should be duly completed and the latest version of these forms is available [here](#), just click "By type" and choose "Filling forms" option. If any question concerning the forms arises, please address to warranty@nikomax-global.com

The experts of Certified Installer fill in all the forms required and send the soft copy to warranty@nikomax-global.com for checking and verification.

Once a warranty has been approved, a Warranty Certificated issued to End User (SCS Owner) will be sent to Installer by email.

All the forms must be filled in English. It's prohibited to change format, style and type of the documents. All the fields are to be filled in. Those fields, which are not obligatory have special mark – *filled in if necessary*. Extended instruction for information is specified in square brackets, just click one time on it and fill in the relevant data. All the forms should be stamped and signed by the Project Manager. The Project Manager should have the valid certificate of NIKOMAX Certified Installer.

3) Document description

- a) NIKOMAX SCS application (Appendix No.1)

This form is the basic one while submitting the documents for NIKOMAX SCS registration. The below information is stated in it:

- Information on the Installer Company;
- Information on the experts, who are engaged in designing, installation and testing of the NIKOMAX SCS;
- Information on the NIKOMAX SCS Owner;
- Information on the NIKOMAX SCS installed.

Once the form is completed, the Project Manager fills in his full name, personal certificate number and date, the date of filling the form, puts his signature and stamp.

b) Component list implemented in NIKOMAX SCS (Appendix No.2)

This form should include the full list of the NIKOMAX SCS components, which were implemented in a project. Part number, full description, unit and quantity data should be filled in the relevant columns.

c) NIKOMAX Owner survey form (Appendix No.3)

This survey form is an integral part of registration documents and is obligatory for warranty application process. The Installer Company should submit this form to the Owner of NIKOMAX SCS for filling in. The representative of the NIKOMAX SCS Owner completes all fields, indicates his full name and position as well as date of filling and signature.

d) Floor plan of NIKOMAX SCS

The floor plans of Structured Cabling System can be developed in any CAD system or graphic application. The final version should be sent in PDF format. Drawings should indicate the numbers of telecommunications outlets, cable passages, cable links, rooms as well as inter floor cable junctions. Facility name, postal address with ZIP code and legend should be indicated on drawings, too.

e) Photo report

Photo report should include the front and back (or lateral) side photos of each opened cabinet. If it's impossible to take photos of back or lateral sides, then it's acceptable to provide general view of racks. Besides, 2-3 photos of telecom outlet near work area (general view) and 2-4 photos of opened cable passages (cable trays, wiring ducts) should be submitted as well.

f) Test report

The test results are to be submitted in the tester manufacturer format (eg. '.flw' FlukeLinkWare or '.tpp' TestDataPro). PDF and other format results are not accepted.

Copper tester should support II-E accuracy level for Category 5e/Class D and III accuracy level for Category 5e, 6/Class D, E. The tester must perform the test in compliance with ISO/IEC 11801 Standard.

Recommended copper measuring devices:

- AEM TestPro CV100;
- Fluke DSX Series;
- SoftingWireXpert 4500;
- IDEAL LanTEK III 1000.

It's acceptable to use any testing equipment which is able to measure attenuation and optical line distance for fiber optic lines. This device must be able to save test results in the tester manufacturer format for its further submission to NIKOMAX.

PASS results are accepted. FAIL and PASS results marked with (*) are not accepted. FAIL results are not accepted.

The testing should be effected in compliance with ISO/IEC 11801 Standard with Permanent Link (PL) set up. NVP should be in accordance with cable imprint.

The measurement equipment must be calibrated annually by the service of the manufacturer. The last calibration has to be carried out within the past 12 months before the date of the acceptance measurements. The test results with expired calibration are not valid.

IV. The procedures in the event of problem

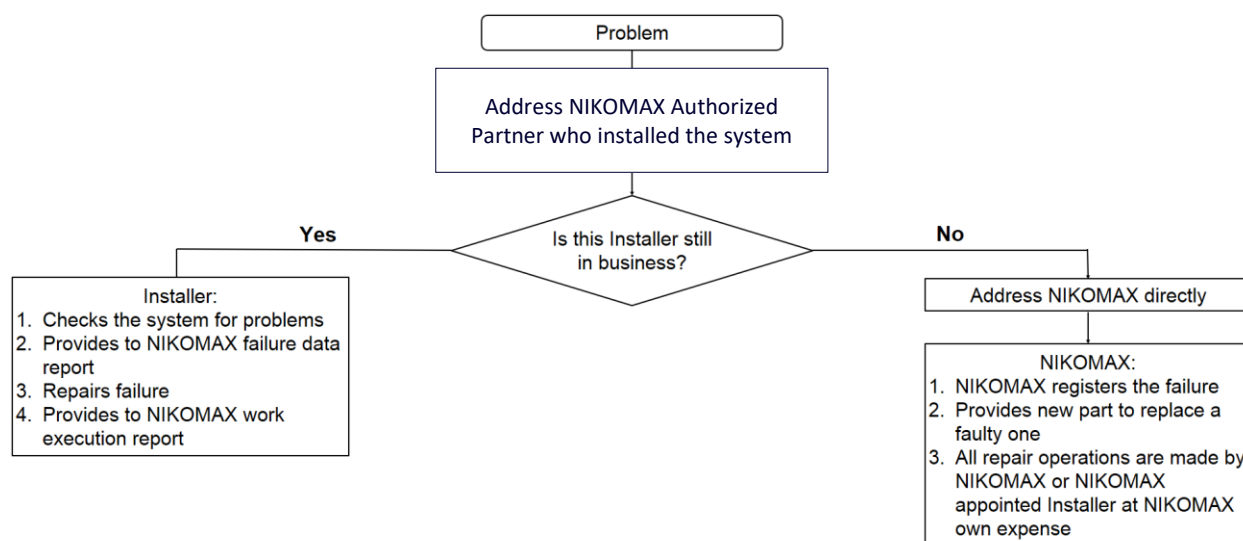
In the event of SCS malfunction, the end user should contact the NIKOMAX Authorized Partner who installed the system. They will undertake a site survey to establish the extent of the problem and the actual cause. The NIKOMAX Authorized Partner shall contact the NIKOMAX Warranty team to notify them of a potential problem. NIKOMAX reserve the right to detail specific testing that shall be carried out by the installer, conduct a site visit, request samples, have suspected faulty product returned to NIKOMAX. Failure to comply with these requirements may, at the sole discretion of NIKOMAX, invalidate the claim.

If the malfunction of warranty-covered component is caused by production defect, NIKOMAX will replace this component and remedy all the restoration costs to the Partner.

If the malfunction of warranty-covered component is caused by the End User, the End User will have to remedy all the diagnostics expenses to the NIKOMAX Authorized Partner.

If the NIKOMAX Authorized Partner is no longer in business, the End User should contact NIKOMAX warranty department by following e-mail: warranty@nikomax-global.com, providing full details, in writing, of the installation and problem. NIKOMAX or an alternative NIKOMAX Authorized Partner will provide support, and where necessary replace/repair the products, to ensure the certified levels of performance are achieved.

Troubleshoot chart



V. The System Warranty becomes null and void if:

- 1) The conditions for the NIKOMAX System Warranty have been violated;
- 2) The malfunction of any NIKOMAX component or the whole system is resulted from mechanical, thermal, chemical or any other damage as well as force-majeure circumstances such as flood, earthquake, fire etc.;
- 3) The malfunction of NIKOMAX Structured Cabling System is resulted from improper operation.

The facility is not the subject for System Warranty in case if NIKOMAX detects falsified data in warranty application process of NIKOMAX SCS. In this case the Installer will be deprived of Installer Certificate without the right to reinstate. All the site restoration costs will be borne by Certified Expert, who signed the registration forms.

VI. Termination of NIKOMAX System Warranty

The NIKOMAX System Warranty will be automatically terminated without prior notice when the warranty period expires 15 or 25 years after the warranty certificate was issued – whichever System Warranty apply.

It will also terminate in the event of any modification to the NIKOMAX Cabling System of which NIKOMAX was not notified in writing or did not approve due to MAC (Move Add Changes).