

## **Matrix System Warranty - Terms & Conditions**

The MATRIX product range started back in 2003 with Category 5E, Category 6 and Category 6A Copper cabling infrastructure products, developed for high performance voice/data and video transmission networks. MATRIX believes in being different, with products that are highly relevant to the needs of today's users.

## This document covers:

- Matrix Category 5e



- Matrix Category 6A



- Matrix Category 6



- Matrix Fibre Optic



The purpose of this document is to outline the terms and conditions of the Matrix Structured Cabling System Warranty.

### Matrix Partner Programme

The Matrix partner programme offers installers the confidence to use our system and be able to offer a comprehensive warranty.

Acceptance to our programme follows an application process based around technical and commercial capability, and also a common sense approach as we realise that most established companies have already done extensive training with other system providers.

If no suitable training has been done in the last two years we recommend using, CNet Training who is a truly independent provider of Training

### Matrix System Warranty

The Matrix 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 Matrix System Warranty is only available when the said system is designed, supplied and installed by an accredited Matrix Partner.

If the accredited Matrix Partner does not pay in full for the goods supplied under the warranty in accordance with terms, the warranty will become null and void. In the event that this occurs the end user will be notified immediately by Matrix

It is the accredited Matrix Partner's responsibility to ensure that the end user is fully aware of the terms and conditions on which the warranty is supplied.

## How does it work?

Once site testing has been completed, the Matrix Partner must fill in a Site Warranty application form and also submit all test results. The form and results need to be emailed to:

**[www.warrantyapplications@Matrixcabling.com](mailto:www.warrantyapplications@Matrixcabling.com)**

This needs to be done within 60 days of the final test result date. When this information has been evaluated and accepted by our Matrix Warranty team, certification will be issued. Until the certificate is issued the installation is not covered by the warranty.

Upon receipt of the application, and the required information in the correct format, the Matrix Warranty team will complete the above process within a maximum of seven working days. Once a warranty has been approved a notification will be sent to you by email to advise you that the warranty has been issued and will have the Individual certificates attached. You will be able to send these to your end user client.

To qualify for the warranty the installation must be made up entirely of Matrix or approved strategic partner products, which must be new at the time of installation.

## What is covered by the warranty?

The Matrix system warranty provides assurance of fibre 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.

All links must be installed and tested to Matrix and industry guidelines to qualify for the warranty.

The following, if tested and included in the warranty registration form are covered:

- Copper and Fibre versions of
- Horizontal links (Patch Panel to Outlet)
- Cabinet links (Patch Panel to Patch Panel)
- Backbone links (Patch Panel to Patch Panel between communications room or area)
- MPO Optical Fibre installations (test in accordance with the details of the Fibre Optic Links section below.
- Consolidation Points and Cables when installed and tested in accordance with Installation Guidelines
- Floor Standing Cabinets

## What isn't covered by the warranty?

All information supplied to Matrix from the Matrix Partner 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 Matrix, 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 retested. If the cabling is not retested, this may invalidate the warranty. For further detail please refer to our full terms and conditions of sale.

## What if there is a problem?

In the event of a problem with the installation, the end user should contact the Matrix Partner who installed the system. They will undertake a site survey to establish the extent of the problem and the actual cause. The Matrix Partner shall contact the Matrix Warranty team to notify them of a potential problem. Matrix 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 Matrix. Failure to comply with these requirements may, at the sole discretion of Matrix, invalidate the claim. If it is found that installed Matrix product covered by a valid warranty is at fault, then the Matrix Partner will supply replacement product to resolve the problem at no cost to the customer.

Matrix Cabling Partners are eligible to claim the value of Matrix product back from Matrix.

If the Matrix Partner is no longer in business, the end user should contact Matrix's post-sales department, providing full details, in writing, of the installation and problem. Matrix or an alternative Matrix Partner 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.

## A Really Easy Warranty Application Process

Applying for a Matrix 25 Year Product and Application Warranty is easy

Please follow these simple steps to ensure that your warranty application is processed quickly and efficiently.

Visit [www.Matrixcabling.com](http://www.Matrixcabling.com)

Click on the 'Warranty Application information button'

1. Download the Matrix copper or fibre warranty application form
2. Fill in and return to the completed form to [www.warrantyapplications@Matrixcabling.com](mailto:www.warrantyapplications@Matrixcabling.com)
3. Matrix will then, if all of the above meets our criteria, e-mail a completed Warranty Certificate to you within 7 days.

## IMPORTANT Before Submitting Test Results

Please make sure that your test results are submitted from an up-to-date calibrated tester – failure to do so will mean that your results will not be accepted and the 25 year warranty will not be provided.

The tester must be calibrated annually, preferably by the test equipment manufacturer. If a third party is used a PDF copy of the calibration certificate shall be submitted with every warranty application.

Matrix reserves the right not to accept third party calibration should the details not meet the required standards.

The test equipment must support the standard for which the warranty is being sought.

The test results must be submitted in the tester manufacturer format (e.g. 'Wireexpert Wx-4500 and Export)

PDF test results are acceptable

The test results must be sorted within the results file by Building, Floor, Communications Room, Cabinet, Panel for easy analysis

Only submit results that apply for this warranty application

## Submitting Results via the Post

You have a choice to submit the results by post or via email

Please ensure that the results are submitted straight away, if we don't receive them within 60 days your warranty application will not be processed.

Note: The results (CD/DVD/Memory Stick) will NOT be returned.

## Verification

Once the results have been sent through to our technical team.

They will check the application and compare and verify the test results (please ensure that the test results are provided in the relevant format as stated above). Applications will be processed within 7 working days from the receipt of the test data being supplied in the correct format.

Once a warranty has been approved a notification will be sent to you by email to advise you that the warranty has been issued and will have the appropriate certificates attached which you can then send to your end user client.

## Rejected Warranties

If the warranty application is rejected we will send you an email advising you of the reason(s) for rejection. You will then have the ability to update the information and start the process again.

For any questions or queries relating to the warranty application process please email these through to **[www.warrantyapplications@Matrixcabling.com](mailto:www.warrantyapplications@Matrixcabling.com)**

## Copper (Horizontal 4 pair)

100% testing shall be carried out on:

Horizontal links (patch panel to outlet) – test as permanent link.

Horizontal Links with Consolidation Points (CP) – test from Patch Panel to CP.

Patch Panel to Patch Panel links are to be tested as Permanent Links.

Switch Links (Patch Panel to RJ45 plug) – test continuity, no need to record the test. Document switch links on the application. Switch links shall be made from Matrix patch leads (solid or stranded) and patch panel ports. The warranty does not cover installer terminated RJ45 plugs

Full results must be submitted for each link.

Results to be submitted in the original tester format (see previous page).



### Class EA/Category 6A 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. The approved testers for submission of an Matrix Warranty application are available by emailing [www.warrantyapplications@Matrixcabling.com](mailto:www.warrantyapplications@Matrixcabling.com)

#### Requirements for Class EA/Category 6A warranty

- A copy of your Matrix Installer Certificate
- Matrix 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/Category 6A protocols.
- Guaranteed backward compatibility.

For a full list of protocols supported by the Matrix Category 6a 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. The approved testers for submission of a Matrix Warranty application are available by emailing [www.warrantyapplications@Matrixcabling.com](mailto:www.warrantyapplications@Matrixcabling.com)

### Requirements for Class EA

- A copy of your Matrix Installer certificate.
- Matrix 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 2002 2nd edition.
- Support of current and future Class E protocols.
- Guaranteed backward compatibility.

For a full list of protocols supported by the Matrix Category 6 warranty, please refer to appendix B detailed on the Matrix Cabling website.



## 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. The approved testers for submission of an Matrix Warranty application are available by emailing [ww.warrantyapplications@Matrixcabling.com](mailto:ww.warrantyapplications@Matrixcabling.com)

### Requirements for Class d/Category 5e warranty

- A copy of your Matrix installer certificate.
- Matrix 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 2002 2nd edition.
- Support of current and future Class D protocols.
- Guaranteed backwards compatibility.

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



## Conditions of Warranty

The products are covered by the warranty from the point of acceptance by Matrix and not before. The warranty covers the products and installation as detailed above. The warranty excludes any form of consequential loss of any kind. The warranty is subject to the Digital Blast Limited Conditions of Sale. The warranty is in addition to statutory rights. This warranty is governed by and interpreted in accordance with English law and the parties agree to submit to the non-exclusive jurisdiction of the English courts.

## Appendix A

Matrix Protocols List – Category 6A/Class EA – defined 500 MHz

Data systems supported include, but are not limited to:

Name	Application	Specification
10 Gigabit Ethernet	10GBASE-T	IEEE 802.3an
Gigabit Ethernet, IEEE 802.3ab	CSMA/CD 1000BASE-T b	IEEE 802.3 clause 40
Fast Ethernet IEEE 802.3u	CSMA/CD 100BASE-TX b	IEEE 802.3 clause 25
Ethernet: IEEE 802.3i	CSMA/CD 10BASE-T a	IEEE 802.3
Power over Ethernet Plus	PoE-plus	IEEE 802.3at Type 2
Power over Ethernet	PoE	IEEE 802.3at Type 1
Twisted pair Fibre Channel 1G	Fibre Channel 1Gb/s	INCITS 435
ATM-1200/Category 6	ATM LAN 1,2 Gbit/s	IP/MPLS Forum af-phy-0162.000
ATM-155/Category 5	ATM LAN 155,52 Mbit/s	IP/MPLS Forum af-phy-0015.000
ATM-52/Category 3	ATM LAN 51,84 Mbit/s	IP/MPLS Forum af-phy-0018.000
ATM-25/Category 3	ATM LAN 25,60 Mbit/s	IP/MPLS Forum af-phy-0040.000
Firewire/Category 5	Firewire 100 Mbit/s	IEEE 1394b
High Speed Token Ring	Token Ring 100 Mbit/s	IEEE 802.5t
Token Ring	Token Ring 16 Mbit/s	IEEE 802.5
Token Ring	Token Ring 4 Mbit/s	IEEE 802.5
ISDN Primary Access (Physical Layer) ISDN	S <sub>1</sub> /S <sub>2</sub>	ITU-T I.431
ISDN Basic Access (Physical Layer)	S <sub>0</sub> Star	EN 50098-1:1998/A1 (ITU-T I.430)
	S <sub>0</sub> Point-to-Point	ITU-T I.430
ISDN Basic Access (Physical Layer)	S <sub>0</sub> -Bus (extended)	ITU-T I.430
Voice	X.21	ITU-T X.21
Voice	V.11	ITU-T V.11
Voice	PBX	National Requirements

## Appendix B

Matrix Protocols List – Category 6/Class E – defined 250 MHz

Data systems supported include, but are not limited to:

Name	Application	Specification
Gigabit Ethernet, IEEE 802.3ab	CSMA/CD 1000BASE-T b	IEEE 802.3 clause 40
Fast Ethernet IEEE 802.3u	CSMA/CD 100BASE-TX b	IEEE 802.3 clause 25
Ethernet: IEEE 802.3i	CSMA/CD 10BASE-T a	IEEE 802.3
Power over Ethernet Plus	PoE-plus	IEEE 802.3at Type 2
Power over Ethernet	PoE	IEEE 802.3at Type 1
Twisted pair Fibre Channel 1G	Fibre Channel 1Gb/s	INCITS 435
ATM-1200/Category 6	ATM LAN 1,2 Gbit/s	IP/MPLS Forum af-phy-0162.000
ATM-155/Category 5	ATM LAN 155,52 Mbit/s	IP/MPLS Forum af-phy-0015.000
ATM-52/Category 3	ATM LAN 51,84 Mbit/s	IP/MPLS Forum af-phy-0018.000
ATM-25/Category 3	ATM LAN 25,60 Mbit/s	IP/MPLS Forum af-phy-0040.000
Firewire/Category 5	Firewire 100 Mbit/s	IEEE 1394b
High Speed Token Ring	Token Ring 100 Mbit/s	IEEE 802.5t
Token Ring	Token Ring 16 Mbit/s	IEEE 802.5
Token Ring	Token Ring 4 Mbit/s	IEEE 802.5
ISDN Primary Access (Physical Layer) ISDN	S <sub>1</sub> /S <sub>2</sub>	ITU-T I.431
	S <sub>0</sub> Star	EN 50098-1:1998/A1 (ITU-T I.430)
ISDN Basic Access (Physical Layer) ISDN Basic Access (Physical Layer) Voice	S <sub>0</sub> Point-to-Point	ITU-T I.430
	S <sub>0</sub> -Bus (extended)	ITU-T I.430
Voice	X.21	ITU-T X.21
Voice	V.11	ITU-T V.11
Voice	PBX	National Requirements
Voice	PBX	National Requirements

## Appendix C

Matrix Protocols List – Category 5e/Class D – defined 100 MHz

Data systems supported include, but are not limited to:

Name	Application	Specification
Gigabit Ethernet, IEEE 802.3ab	CSMA/CD 1000BASE-T b	IEEE 802.3 clause 40
Fast Ethernet IEEE 802.3u	CSMA/CD 100BASE-TX b	IEEE 802.3 clause 25
Ethernet: IEEE 802.3i	CSMA/CD 10BASE-T a	IEEE 802.3
Power over Ethernet Plus	PoE-plus	IEEE 802.3at Type 2
Power over Ethernet	PoE	IEEE 802.3at Type 1
Twisted pair Fibre Channel 1G	Fibre Channel 1Gb/s	INCITS 435
ATM-155/Category 5	ATM LAN 155,52 Mbit/s	IP/MPLS Forum af-phy-0015.000
ATM-52/Category 3	ATM LAN 51,84 Mbit/s	IP/MPLS Forum af-phy-0018.000
ATM-25/Category 3	ATM LAN 25,60 Mbit/s	IP/MPLS Forum af-phy-0040.000
Firewire/Category 5	Firewire 100 Mbit/s	IEEE 1394b
High Speed Token Ring	Token Ring 100 Mbit/s	IEEE 802.5t
Token Ring	Token Ring 16 Mbit/s	IEEE 802.5
Token Ring	Token Ring 4 Mbit/s	IEEE 802.5
Token Ring	S <sub>1</sub> /S <sub>2</sub>	ITU-T I.431
ISDN Primary Access (Physical Layer) ISDN	S <sub>0</sub> Star	EN 50098-1:1998/A1 (ITU-T I.430)
	S <sub>0</sub> Point-to-Point	ITU-T I.430
ISDN Basic Access (Physical Layer) ISDN Basic Access	S <sub>0</sub> -Bus (extended)	ITU-T I.430
(Physical Layer) Voice	X.21	ITU-T X.21
	V.11	ITU-T V.11
Voice Voice Voice	PBX	National Requirements
Voice	PBX	National Requirements
	PBX	National Requirements

# MATRIX

**PROUD TO BE DIFFERENT**

## Matrix Cabling European Headquarters

Units 1, 2 & 3 Thistleton Block  
Market Overton Industrial Estate  
Ironstone Lane  
Market Overton  
Rutland  
LE15 7TP

Tel: 01572 768333

Fax: 01572 768484

E-mail: [sales@matrixcabling.com](mailto:sales@matrixcabling.com)

**Bicsi**  
CORPORATE  
MEMBER

**FIA**  
The Fibreoptic Industry Association  
CORPORATE MEMBER