

# Limited Lifetime Premium



## **nCOMPASS™ LIMITED LIFETIME WARRANTY-PREMIUM PERFORMANCE**

Superior Essex Communications LP and Ortronics, Inc. (a/k/a Legrand Data Infrastructure, Data, Power & Control Division, hereinafter “DAT”) (collectively, the “Supplier”) warrant to the end-user (“End User”) that (i) the nCompass CAT 5e+ U/UTP, CAT 6+ U/UTP, CAT 6e+ U/UTP, CAT 6A+ U/UTP, CAT 6+ F/UTP, CAT 6A+ F/UTP Copper and OM4, OM5 Multimode and OS1a, OS2 Single Mode Fiber Optic certified network cabling system installations will exceed the defined TIA-568 series industry specifications in effect at the time of product purchase and (ii) the products that comprise the certified nCompass Cabling System will meet or exceed the applicable performance specifications in effect at the time of manufacture (the “Limited Lifetime Warranty”).

The Limited Lifetime Warranty will be extended to include the backbone, and the entire horizontal channel provided that the applicable DAT cords are utilized and all products are installed within areas protected from outside elements. Backbone and channel warranties will support current or future applications that are approved by industry recognized organizations (IEEE, ANSI/TIA) for transmission over structured cabling systems defined by the TIA-568 standard in effect at the time of the installation. The nCompass warranty will cover the permanent link, with a guarantee of standard’s compliant permanent link performance, if the appropriate DAT cords are not used. Supplier will honor claims on the Premium Performance, Limited Lifetime Warranty for the expected usable life of the building which shall not exceed forty years from the installation of the nCompass Cabling System (the “Limited Lifetime Warranty Period”).

### **QUALIFICATIONS AND REQUIREMENTS**

To qualify for the Limited Lifetime Warranty, all of the following conditions must be met:

1. Products used in the network cabling system for which warranty support is requested must be qualifying Supplier products. Qualifying products are specified on the nCompass data sheets. System components must be new (never used before).
2. The network cabling infrastructure must be designed in accordance with TIA-568 and other relevant premises series standards in effect at the start of the time of purchase.
3. The network cabling infrastructure must be installed by Supplier approved designers and Certified Contractors at the Certified Installer Plus-Elite (CIP-Elite) tier or Certified Installer Plus (CIP) tier in accordance with manufacturer’s installation instructions and specifications. Supplier is not liable for third party design errors or improper construction.

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4. Each backbone and horizontal channel in the network must be field tested in accordance with the TIA-568 series industry standard AND nCompass testing requirements in force at the time of purchase (nCompass testing requirements take precedence over TIA when differences exist). The installed permanent links and channels must have passed all applicable TIA and nCompass performance requirements. Minimum testing for copper systems includes Wire Map, Length, Attenuation, Near End Crosstalk, Far End Crosstalk, Return Loss, PS NEXT, ELFEXT, and PS ELFEXT. Minimum testing for Fiber Optic links includes horizontal and backbone, Bi-Directional, Dual Wavelength, Insertion Loss and Length. Testing to the application requiring the best performance (fastest data rate, lowest insertion loss budget, etc.) that will be supported during the life of the cable is preferable.

5. Special consideration for Category 6A Solutions: Designed specifically to mitigate the effects of Alien Crosstalk (ANEXT) between cable segments, Alien Crosstalk field testing is not required for certification of Category 6A systems. All other Category 6A testing requirements must be performed to certify the installation.

6. The Warranty Registration must be completed online within 10 days of installation completion. Copies of all certification test reports must be submitted as part of the Warranty Registration, and be kept on file by the registrant to be re-submitted when requested by Supplier. Data must be saved and submitted in the tester's original format (WORD documents, EXCEL spreadsheets, and PDFs will not be accepted). Test data must be submitted via online upload to the DAT Certified Contractor Portal. A copy of the bill of material/invoice must also be submitted to show what was installed, as part of the registration. Please contact the Warranty Administrator for detailed instructions.

7. The Premium Performance, Limited Lifetime Warranty will be void if (i) the system is not maintained in accordance with industry standards (ii) a third party has changed, modified or attempted maintenance or repair on otherwise qualifying Supplier products, or (iii) changes are made after warranty issuance and acceptance date, unless Supplier grants written consent for such changes and installation records are updated and forwarded to the Supplier reflecting these approved changes. All changes must be submitted for approval following the original warranty application process.

8. Supplier will issue a registered warranty certificate for the Premium Performance, Limited Lifetime Warranty. It is the responsibility of the certified contractor, that registers the warranty, to provide the certificate to the End User. End User may not sell, assign or transfer the Limited Lifetime Warranty.

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## ADMINISTRATION

Premium Performance, Limited Lifetime Warranty applications will be approved or disapproved by Supplier with a response sent to the applicant. Access to the Limited Lifetime Warranty application information can be obtained by contacting the Warranty Administrator at +1-860-405-2988, or by e-mailing your request to [contractor.cert@legrand.us](mailto:contractor.cert@legrand.us). All warranty applications must be completed on the Certified Contractor portal.

## CLAIMS AND EXCLUSIVE REMEDIES

The validity of any warranty claim under this Limited Lifetime Warranty shall be determined by the Supplier in its sole discretion. A claim will be reviewed by Supplier only if all of the following are satisfied:

1. Reported within ten (10) days of date of defect discovery;
2. ALL system design and installation records are readily available to be provided when requested (original network installation design prints, test results, maintenance records, warranty submittal documentation);
3. Copies of all original receipts for materials and labor from the date of initial installation; and
4. Supplier has full and open access to inspect and evaluate the installation site.

If system performance or material fails to meet the Premium Performance, Limited Lifetime Warranty, the End User must notify Supplier, in writing, within ten (10) days of the discovery of any non-conformity. Notification shall be made/sent to the Warranty Administrator (above). If a warranty claim is determined by Supplier in its sole discretion to be valid, as End User's sole and exclusive remedy, Supplier will, at its option and using Certified Contractor(s) of its choosing, replace or repair the non-compliant qualifying components of the permanent link or channel and cover reasonable cost of labor to affect necessary work. If the End User provides a quote from a Certified Contractor of its choosing, the Warranty Administrator, in its sole discretion, may alternatively elect to allow such Certified Contractor to affect the warranty repair and reimburse the End User for reasonable labor costs, provided prior written approval is obtained from the Warranty Administrator for proposed materials and labor. If the cause of any error is determined to be improper installation, maintenance or third party repair, the End User may be referred back to the appropriate contractor or third party for support.

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## WARRANTY EXCLUSIONS

The Premium Performance, Limited Lifetime Warranty does not cover:

1. The installation and maintenance of any other non-performing portions of the End User's System;
2. Products not specifically designated as being eligible for the Limited Lifetime Warranty coverage as defined on the appropriate nCompass in effect at the time of installation;
3. Products not supplied directly by the Supplier or through channels not approved by Supplier;
4. Products used in the cabling system, which were falsely represented as being in compliance with the Limited Lifetime Warranty registration requirements and procedures;
5. Products that are exposed to moisture, liquids (such as paint), or water.
6. Defects resulting from environmental or third party materials, including but not limited to work areas, patching or equipment cords, or from moves, additions and changes by parties other than a Certified Contractor; and
7. Defects resulting from a non-compliant or improper system design, installation, use, repair, or any system alterations, misuse, neglect, accident or abuse.

All information, content, data, specifications, packaging and part numbers detailed herein are subject to change. For the most up to date information, please visit [www.ncompass-systems.com](http://www.ncompass-systems.com).

Legrand®  
Superior Essex®

125 Eugene O'Neill Drive, New London, CT 06320  
6120 Powers Ferry Road, Suite 150, Atlanta, GA 30339

Tel. 860.445.3900  
Tel. 800.551.8948

Legrand.US  
Superioressex.com