



DINTEK

LAN CABLING SYSTEMS

*The brand you
can rely on*

DINTEK INSTALLER & 25 YEAR WARRANTY PROGRAM

Being told by a manufacturer that a product is high quality is all well and good, but how can you know for sure unless that manufacturer is willing to solidly stand behind their products and back that up.

The DINTEK 25Year Warranty program provides training and instruction for approved datacabling installers and engineers, with a view to providing their customers with our industry leading, comprehensive 25yr warranty.



Training ✓

Products ✓

Application ✓

Performance ✓



TRAINING PROGRAM

Cabling system performance is not just a matter of purchasing top quality cable and connecting components. To ensure that maximum bandwidth potential is realized the structured cabling system needs to be correctly designed, professionally installed and continually maintained.

It was for these reasons, DINTEK developed the 25Year installer training program, so that our installers could upskill to all the latest installation standards allowing them to then be able to provide their customers with the best performing cabling system.

DINTEK has been creating & presenting our industry leading installation courses for over 12 years. We have trained hundreds of cable installers and network engineers throughout countries in Asia, Africa, the Middle East, Australasia and Europe

Our courses have been reviewed by all of our participants over those years, and those participants overwhelmingly say that DINTEK provide some of the best data cable installation courses available within the cabling industry.

Our courses contain information tailored to the installer, with the correct techniques required for installation, termination and testing conforming to the latest standards.



2 Day Course Curriculum

UTP Basics & Cabling Standards
 Structured Cabling Systems (SCS)
 SCS Installation Practices
 Performance Testing & Troubleshooting

Fiber Optic Theory
 Fiber Components & Installation
 Mechanical & Fusion Splicing
 Fiber Optic Testing & OTDR Basics

Practical Workshops

Cat.6 Patch Cord Termination
 Cat.6 ezi-TOOL™ Termination
 Cat.6A SFTP Termination

Fiber Optic Preparation
 Ezi Fiber Mechanical Connection
 Fiber Optic Fusion Splicing
 Fiber Optic Testing

DTI TRAINING

The DINTEK DTI student course curriculum contains mixture of theory sessions, design exercises, and practical labs. The program is intended for both cabling installers and structured cabling designers.

Practical Labs sessions instruct the installer the practices and techniques that required to terminate and test DINTEK SCS components.

While many brands have turned their courses into much shorter product specific presentations, DINTEK's course material is industry specific, and is fully applicable; regardless of the brand used.

The DTI Copper & Fiber course consists of eight individual theory sessions, with practical work completed after each session.

Session 1 covers Twisted Pair basics and the cabling standards.

Session 2 covers structured cabling, its components and the standards relating to it.

Session 3 covers latest structured cabling installation practices so that the cabling installed will comply to the relevant standards.

Session 4 covers testing & troubleshooting of cabling systems with a view to then obtaining a DINTEK 25 year warranty.

Session 5 looks at fiber optic theory. What it is. How it's made, and how it works.

Session 6 covers the different types of fiber cables and fiber components, and applies the standards against how they should be installed in different environments.

Session 7 looks at the two main connection methods of fusion splicing and mechanical termination.

Session 8 covers optical loss testing, and delves into the basics of OTDR theory; learning how to take readings and then to interpret the information.



WARRANTY DEFINITION

Obtaining a DINTEK 25 Year Warranty will provide the recipient with the security and assurance of knowing that their installed DINTEK cabling system will provide the performance and stability they need to meet their long term networking needs.



The program offers a 25 year standards based, system performance and application assurance warranty, that applies to all certified and registered DINTEK cable links in an installation project.

The program warrants that these links will meet minimum performance requirements, as specified in the relevant ANSI/TIA or ISO Commercial Building Telecommunications Cabling Standards.

What is Covered?

Standards

The 25 Year warranty will certify that the cabling system complies with the latest relevant ISO & ANSI/TIA standards.

Products

They 25 Year warranty will certify that DINTEK products covered will be free from any defects.

Installation

The 25 Year warranty will certify that the cabling system has been installed by qualified DINTEK installers.

Performance

The 25 Year warranty will certify that the cabling system will perform for at least 25 Years.

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25 Year Full System Warranty
DINTEK Electronic Limited Warrants To

DINTEK ELECTRONICS LIMITED MAKES NO WARRANTY, EXPRESS, IMPLIED (INCLUDING, BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR INTENDED PROPOSE) OR SATUTORY, OTHER THAN THE FOREGOING EXPRESS WARRANTY.

IN NO EVENT WILL DINTEK ELECTRONICS LTD BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOST DATA, LOST POWER, TIME, PROFITS, REVENUES OR THE LIKE ARISING FROM THE LOSS OF USE OR INTERRUPTION OF A SYSTEM DUE TO FAULTY PRODUCT.

That each installed DINTEK product shall meet the prescribed mechanical and transmission specification for such product as described in ISO/IEC 11801, ANSI/TIA-568 standards for a period of 25 yrs following the activation date.

DINTEK Electronics Ltd. warrants that the product installed is free from physical defects, that the system including cable and connecting hardware has passed all the testing requirements of the DINTEK 25yr Warranty, and will meet or exceed the performance requirements of the applicable Standard that applies to its category for a period not exceeding 25yrs and that any application that has been designed to run on the cabling system certified and which complies with the applicable standard attached to the cabling system, will continue to run for a period not exceeding 25yrs.

The Warranty will be void, if the products have been misused, damaged, abused, removed from the original site, installed contrary to DINTEK's installation practice requirements, or have been relocated within the original site by a technician that has not been certified by DINTEK Electronics Ltd. as being qualified to install DINTEK structured cabling system.

THE WARRANTY DESCRIBED ABOVE RELATES ONLY TO DINTEK PRODUCTS AS SEPARATE COMPONENTS AND IS NOT A WARRANTY THAT THE PRODUCTS WHEN COMBINED WITH OTHER THIRD PARTY PRODUCTS OR COMPONENTS IN A DATA OR COMMUNICATION SYSTEM, SHALL MEET ANY LEVEL OR SYSTEM PERFORMANCE.

Warranty ID No: _____

Activation Date: _____

Name Of Customer: _____

Installation Address: _____

Installer Company: _____

Installer: _____

System Description: _____

No Of Outlets Covered: _____

System Type: _____

Plans Supplied: _____ Test Report Pass: _____ Test Report Date: _____

Tester Type: Serial _____ Date Of Last Calibration _____

Jason Chang
Managing Director, DINTEK Electronic Ltd

Paul Hart
Vice President, DINTEK Elec



WARRANTY COMPONENTS

The DINTEK 25Yr System Warranty is made up of three separate components which work together to provide the customer with peace of mind for many years into the future.



Product Warranty

The Product Warranty component certifies that all products covered by the warranty that are part of the structured cabling system, will be free from defects in material and workmanship, under normal and proper usage for a period up to 25 years.

System Performance

The System Performance component certifies that cable and connecting hardware that has been warranted will meet or exceed the performance requirements of the rated standard that applies to its category for a period up to 25 years.

Application Assurance

The Application Assurance component states that any application that has been designed to run on the cabling system certified and which complies with the applicable standards relevant to the cabling system, will continue to run for a period up to 25 years.



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25 Year Warranty Coverage

DINTEK will provide the following structured cabling system warranty for 25 years from the date of issuance of certificate to the end user:

- 1. Product Warranty:**
All products of the structured cabling system will be free from defects in material and workmanship, under normal and proper usage for a period not exceeding 25 years.
- 2. System Performance Warranty:**
The link system performance will carry a warranty for a period of 25 years to the end user for which the system is completed, tested and certified.
- 3. Application Assurance Warranty:**
The products are warranted to meet or support any current or future applications (designed specifically for the installed systems performance level) which comply to the specifications of standards organizations such as ANSI/TIA, ISO/IEC, IEEE and ATM forum etc applicable to the category of products installed for a period not exceeding 25 years.

Warranty Conditions

For this warranty to be valid:

1. The systems will have been registered through an authorized DINTEK installer with DINTEK approval prior to installation.
2. The systems must have been installed **correctly** by a certified installer authorized by DINTEK and in accordance with installation specifications and the requirements of the ANSI/TIA-568D, TSB-67 & ISO/IEC 11801 standards.
3. The products installed must be DINTEK products, and not have been used previous to installation.
4. All installation records have to be updated and noted to reflect any maintenance, movements, additions or changes, etc through certified installer authorized by DINTEK. The warranties are void if the product has been installed misapplied, misused, abused, damaged, or moved without authorization by DINTEK.
5. Any warranty claim has to be made by the original certified installer, or the local DINTEK distributor, or the local sales representative of DINTEK and must be received by DINTEK Electronic Limited within 21 days of the alleged defect in the system products.
6. The end user has the responsibility to have all installation records amended for containment design, maintenance and installation etc.
7. The end user has to provide complete, accurate and true information. DINTEK reserves all rights to review the above mentioned documents.
8. The end user shall provide free access to the system to both the original certified installer and DINTEK representative.

Warranty Remedy

If the products covered in this 25 Year Warranty should fail to work or to perform to the specified standard certified, up to 25 years from the date of issue of the warranty, then DINTEK Electronic Limited will, at its own discretion, provide the parts or similar parts and a fair amount of labour for the repair or replacement of the faulty products free of charge.

This Warranty covers a fair amount of labour costs for restoring DINTEK structured cabling systems, such as time spent for repair or replacement of the faulty parts, testing of cable system performance after the repairing, production of test reports, etc. The labour costs for travelling, non-DINTEK network components or configurations, etc. are not covered, and the maximum liability to DINTEK Electronic Limited shall not exceed the total invoiced cost of the applicable cabling systems as covered by the Warranty.

Warranty Limitations & Exclusions

1. The products must be supplied directly by DINTEK or through a distributor approved by DINTEK.
2. This 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 is immediately voided if any part of the applicable Cabling Solution is altered, moved, changed or added to and the work is undertaken by a non DINTEK Approved Installer.
4. 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 Warrantied system.
5. The maximum liability of DINTEK Electronic Limited arising from any claim shall not exceed the total invoiced cost of the applicable Cabling Solution as covered by the Warranty.
6. The system documentation and maintenance records, must not be falsified in any way, or altered without the specific authorization from DINTEK.
7. The products must not be 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 DINTEK as being qualified to install DINTEK structured cabling systems.
8. The defective product or system performance, resulting from an unauthorized or improper system design, installation (regardless of installer certification), use, repair, or any system variation, misuse, neglect, accidents, fire, water damage or abuse and acts of God, will cause the warranty to be void.
9. Aerial Fiber or underground installations must not cause damage to the fiber cable or to its transmission properties, due to excessive weight or strain, or environmental/weather factors.
10. Where testing is done using channel testing, the client must use only DINTEK patch leads in order to maintain validity of the warranty. Using other branded patch leads will void the warranty.
11. These rights cannot be transferred.

Warranty Claim Procedure

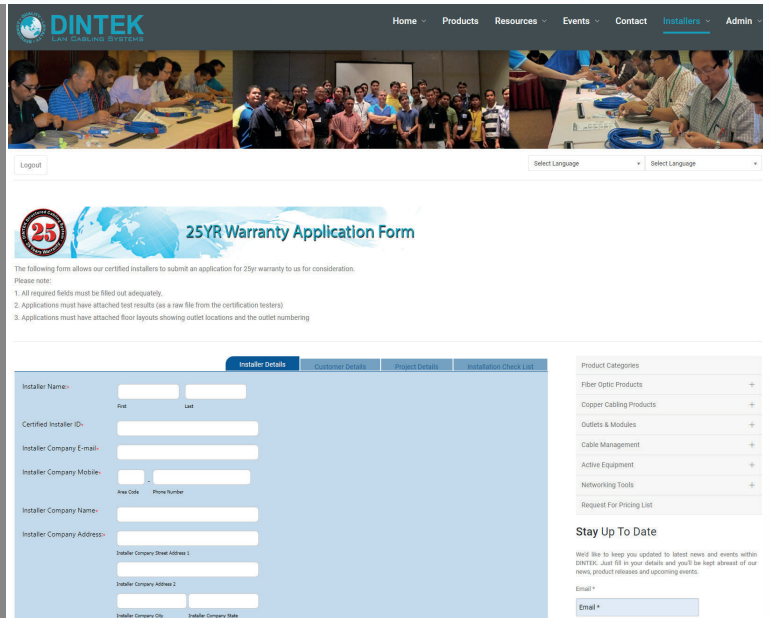
1. Before making a claim under the warranty and for a claim under the warranty to be valid, the end user must first resolve all non-connectivity hardware and non-cable related causes
2. The warranty claim shall initially be made to the original certified installer, or the local DINTEK distributor, or the local sales representative of DINTEK.
3. The End User will notify their Approved Installer in writing within 14 days of detecting a fault.
4. The DINTEK Approved Installer will then notify DINTEK Electronic Limited within 7 business days of receipt of the notification from the End User of the existence of a possible claim under the warranty.
5. Due to the warranty being for 25 years, some products may no longer be produced. DINTEK will therefore provide a new product of equal grade instead of the defective product.
6. Any disputes regarding the warranty shall be subject to and shall be governed by the laws of Taipei, Taiwan.

Online Application

Registering and applying for a DINTEK Warranty can be done by manual form, or by using an online application in the logged in area of our website.

DINTEK authorized installers are given access to documents and online forms which must adhere to the stated requirements for coverage.

- Correctly Completed Forms
- Test Results (direct from testers)
- As Built Plans
- Reference Information



Supplied Information

Supplied information must be as requested, and accurate as it is a snapshot of the completed system to be covered .

SUPPLYING THE CORRECT DOCUMENTS

Documents

The following forms are what are needed to apply for the DINTEK 25 year System Warranty.

- Warranty Application Forms
- Horizontal System Statement
- Backbone System Statement
- As Built Drawings
- Conformance Declaration



Testing

Field testing of the installed cabling is always required using certified performance testers like Fluke. The tests will be as permanent link with results directly from the testers.



GET IN TOUCH

For more information or for enquiring with us as to possible training options or applying for 25Yr Warranty coverage for your project, contact us below.



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