

The METZ CONNECT Guarantee Programs is designed to offer end customers the opportunity, in co-operation with installation companies selected by METZ CONNECT (hereinafter referred to as “**METZ CONNECT Installation Partners**”) and their METZ CONNECT-certified installers (hereinafter referred to as “**Certified Installers**”), to obtain a guarantee of up to 25 years on the METZ CONNECT cabling system (hereinafter referred to as “**METZ CONNECT Cabling System**”).

End customers benefit from the following when having their METZ CONNECT Cabling System installed by a Certified Installer from a METZ CONNECT Installation Partner:

- Qualification for a guarantee of up to 25 years from METZ CONNECT
- Compliance with European and national cabling standards
- A network of METZ CONNECT Installation Partners with Certified Installers who can support installations at multiple locations
- Support from METZ CONNECT’s technical support team
- “Mix & Match Guarantee” with high-quality and renowned installation cable manufacturers on request

Basics

- Applicable standards: ISO 11801-1, EN50173-1, ANSI/TIA 568.2-D
- Installation requirements from METZ CONNECT
- Currently applicable data sheets and specifications for the METZ CONNECT products used
- This Guarantee Programs is governed exclusively by the laws of the Federal Republic of Germany, excluding international uniform law, in particular the UN Convention on Contracts for the International Sale of Goods (CISG), and excluding any conflict of law rules. The exclusive place of jurisdiction for all disputes arising directly or indirectly from or in connection with this Guarantee Programs is 78176 Blumberg, Germany.

Requirements

METZ CONNECT Installation Partner | Certification

To become a METZ CONNECT Installation Partner, the following criteria must be met:

- The installation company must demonstrate that it has a history of high-quality installation work.
- The installation company employs at least two people (excluding the owner).

To become a Certified Installer, you must successfully complete the METZ CONNECT certification programs for the areas of “copper” and/or “fibre optics”.

After successfully completing the METZ CONNECT certification programs, each participating employee of a METZ CONNECT Installation Partner receives a personalised certificate valid for three years and is a Certified Installer for this period.

Guarantee conditions | General

- Installation may only be carried out by a METZ CONNECT Installation Partner and only by a Certified Installer.
- An acceptance measurement ("Abnahmemessung") must be carried out for the installation. The measurement results of the network installation and a detailed list of the components used (e.g. copy of the delivery notes) must be submitted to METZ CONNECT by the METZ CONNECT Installation Partner/Certified Installer within two months of installation.
- The guarantee is subject to METZ CONNECT receiving the above data and lists, checking them and issuing a positive guarantee notice ("Guarantee Certificate"). In this case – and only in this case – the guarantee shall commence retroactively from the date of the acceptance measurement for a period of 15 years. The measurement and transmission of the measurement data, as well as the checking of the measurement data by METZ CONNECT, can be repeated after 15 years (calculated from the date of the acceptance measurement) at the expense of the end customer by a Certified Installer from a METZ CONNECT Installation Partner; otherwise, the guarantee automatically expires after 15 years (calculated from the date of the acceptance measurement). If this renewed checking again results in a positive guarantee notice (new "Guarantee Certificate"), the guarantee is extended for a further 10 years retroactively from the date of the renewed measurement (hereinafter referred to as "Extension Period"); otherwise, the guarantee will also automatically expire after 15 years (calculated from the date of the original acceptance measurement). In the event of an extension, the guarantee will automatically and definitively expire at the end of the Extension Period.
- The guarantee is limited exclusively to the replacement of non-functional passive components (e.g. modules or installation cables) of the METZ CONNECT Cabling System (right to replacement delivery). Active components (such as switches or routers) are generally excluded from the guarantee. E-DAT and OpDAT patch cables are considered wear materials and are therefore also not covered by this guarantee. METZ CONNECT reserves the right to commission a Certified Installer from a METZ CONNECT Installation Partner to carry out the analysis and replacement.
- The following will result in immediate loss of guarantee:
 - the use of other components that are not approved by METZ CONNECT and that impair the performance of the METZ CONNECT Cabling System; and
 - any changes to the network installation and/or the components of the METZ CONNECT Cabling System.
- No guarantee services will be provided
 - if the end customer does not suffer any damage. Damage is deemed to have occurred if limit valuations ("Grenzwertverletzungen") occur in accordance with the standard valid at the time of delivery and the transmitted services are impaired in accordance with the standard valid at the time of delivery,
 - if there are application errors with regard to the METZ CONNECT Cabling System, i.e. in particular if the METZ CONNECT Cabling System is not used and/or operated as intended, if it has been damaged, modified or incorrectly installed, or if it is operated in an environment that does not comply with the product specifications,
 - if measurement results have been manipulated,

- if defects occur due to thermal, chemical, electrical or electrolytic influences,
- if damage occurs that is beyond the control of METZ CONNECT, such as fire, water, storm, flood, war, lightning strike, earthquake, explosions and other acts of force majeure.
- Disclaimer

The guarantee does not cover claims for compensation for indirect damage, e.g. damage resulting from data loss, data recovery, replacement deliveries not carried out or not carried out properly within the scope of the guarantee, restarting and downtime of computers, damage to equipment, claims by third parties against the guarantee holder (end customer) or other consequential damages suffered by the end customer or third parties as a result of the non-functional components of the METZ CONNECT Cabling System covered by this guarantee. This also applies to cases in which METZ CONNECT was previously informed of the possibility of such damage occurring. Claims for repair or damages that exceed the scope of the guarantee are also excluded. The statutory claims of the end customer (guarantee holder) against his contractual partner remain unaffected.

The above exclusions of liability do not apply in the event of intentional acts.

Guarantee conditions | Copper | Fibre optic system

- The METZ CONNECT Cabling System has only been installed correctly if the technical specifications in the data sheet have been complied with. Furthermore, the installation instructions and product information for the relevant components must be observed.
- The applicable standards for structured building cabling ("strukturierte Gebäudeverkabelung") ISO/IEC 11801-1 and/or EN50173-1 must be observed.
- Climatic conditions according to DIN IEC 60721 3K3 must not be exceeded or fallen short of.
- During transport, the conditions according to DIN EN 60721-3-2 IE22 must be observed, and during storage, those according to DIN EN 60721-3-1 IE11.
- For each completed installation, a measurement and acceptance report (Link Performance according to the conditions specified in the project bill of quantity ("Project specifications")) must be drawn up by the Certified Installer. Any changes to standards at the time of acceptance must be considered. The measurement and acceptance report documents the "system acceptance" and must be signed by the Certified Installer of a METZ CONNECT Installation Partner and our customer (electrical wholesaler).

Guarantee conditions | Copper system measurement

- All installed METZ CONNECT Cabling Systems with copper cables must be tested with an approved testing device.
- The testing device must be calibrated regularly by the manufacturer's service department. The last calibration must not have been more than 15 months ago (before the date of the acceptance measurement). The measurement adapters used must not have exceeded the permissible mating cycle rating ("Anzahl der Steckzyklen") (according to the manufacturer's specifications).
- The test settings must comply with the performance specifications for the installed METZ CONNECT Cabling System. For example, installed Category 6_A systems must be tested according to Class E_A / Category 6_A.
- The cabling can be tested in the Permanent Link or Channel Link Configuration:
 - Channel Link: only METZ CONNECT patch cables may be used.
 - Permanent Link: the application is ascertained as soon as METZ CONNECT patch cables that match the performance of the connection are connected.
- All test results must be saved in the native file format suitable for the testing device. Other editable formats such as .pdf, .txt, .csv are not accepted.
- Only results that show a PASS result are eligible for the guarantee. Results marked * PASS, * FAIL or FAIL will not be accepted.

Guarantee conditions | Fibre optic system measurement

- All installed METZ CONNECT Cabling Systems with fibre optic cables (FO) must be tested with an approved testing device.
- The testing device must be calibrated regularly by the manufacturer's service department. The last calibration must not have been more than 15 months ago (before the date of the acceptance measurement). The measurement adapters used must not have exceeded the permissible mating cycle rating (according to the manufacturer's specifications).
- The minimum requirement in all cases is a bidirectional IL and RL measurement over two wavelengths (850 nm and 1300 nm for multimode, 1310 nm and 1550 nm for singlemode). The test settings must comply with the performance specifications for the installed METZ CONNECT Cabling System.
- All test results must be saved in the native file format suitable for the testing device. Other editable formats such as .pdf, .txt, .csv are not accepted.
- Only results that show a PASS result are eligible for the guarantee. Results marked * PASS, * FAIL or FAIL will not be accepted.

Guarantee conditions | Application for guarantee approval (submission of data)

- The following options are available for submitting the data for the guarantee approval application:
 - by post with the appropriate data carrier,
 - via FTP server,
 - by email to: Gewaehrleistung@metz-connect.com // warranty@metz-connect.com
- An application for guarantee approval can only be submitted by a Certified Installer from a METZ CONNECT Installation Partner on behalf of the end customer. By submitting the application, the Certified Installer confirms that all information is correct and that the installation has been completed in accordance with the customer's specifications and to his satisfaction. The Certified Installer also confirms that the installation complies with all METZ CONNECT requirements and installation instructions.
- Upon receipt of an application, METZ CONNECT will send an email confirmation of receipt to the address of the Certified Installer specified in the application. If further information is required, a METZ CONNECT employee will contact the Certified Installer by email.
- Once the submitted data has been checked and approved and registration is complete, METZ CONNECT will send copies of the Guarantee Certificate to the Certified Installer and – upon request – the end customer.

Guarantee conditions | Request for guarantee service

- If a component fault occurs during the guarantee period, a written request for guarantee service can be submitted to METZ CONNECT.
- The request can be submitted either by a Certified Installer from a METZ CONNECT Installation Partner or by the network operator.
- To do so, METZ CONNECT must be provided with all of the following information:
 - a detailed description of the problem,
 - a list of the components used,
 - a copy of the acceptance reports and measurements,
 - the Guarantee Certificate,
 - a report on the maintenance measures taken since installation.
- Upon receipt of a request for guarantee service, a METZ CONNECT employee will contact the requester (Certified Installer or network operator) and initiate an investigation of the problem.
- The deadline for requesting for guarantee service is one month from the date the defect was discovered.
- METZ CONNECT reserves the right to check the reported guarantee claim for the METZ CONNECT Cabling System itself or to have it checked by a Certified Installer from a METZ CONNECT Installation Partner.