



APPENDIX A GlobalSIX Certified Integrator Agreement

DEFINITIONS

GlobalSIX Certified Integrator	A company that has signed and adheres to the Conditions of this the GlobalSIX Certified Integrator Agreement. (Appendix A)
Permanent Link	A cabling system as defined in ANSI/TIA/EIA/568- B and ISO 11801 Standards.
Channel Link	A cabling system as defined in ANSI/TIA/EIA/568- B and ISO 11801 Standards.
Global SIX	GlobalSIX SCS, 82 A & B Pabalego Factories Schooner Street Honeydew Johannesburg Ph: +27 11 794 8301 Fax: +27 11 794 4014
End User	The company /owner of the premise where the GlobalSIX Cabling solution has been installed.
25 Year Product Warranty	Warranty Period and Warranty Certificate applicable for GlobalSIX cabling solution installed at the Customer’s Premise.

TERMS AND CONDITIONS

1. GlobalSIX Warranty

- 1.1. This warranty coverage commences on the mentioned date of the issue of the GlobalSIX System Warranty certificate and ends 25 (twenty-five) years later.
- 1.2. The warranty terms and conditions contained herein should be read in conjunction with the standard EIS IT Africa Pty Ltd Terms and Conditions of Sale (Appendix F). A copy of the standard terms and conditions of sale are available upon request.
- 1.3. The GlobalSIX cabling solutions must be designed, installed and tested by a GlobalSIX Certified Integrator in accordance to the ratified industry cabling standards.
- 1.4. Only approved cable and GlobalSIX connectivity hardware procured from a GlobalSIX authorised distributor will be eligible for the Global SIX system warranty certification. Please consult your GlobalSIX representative for a list of approved cables and authorised distributors.
- 1.5. The Permanent Link warranty covers the end-to-end link from the wall outlet at the workstation to the patch panel in the equipment room. Patch cords and electronic equipment are excluded from the 25- year product warranty

2. Certified Integrator

- 2.1. A GlobalSIX Certified Integrator who has undertaken a recognized training course and holds certification that must be less than two years old. A GlobalSIX Certified Integrator must demonstrate that at least 2 (two) installers comply with these requirements.

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TERMS AND CONDITIONS

3. Application Procedure for GlobalSIX System Warranty

- 3.1. All projects must be registered with GlobalSIX local/regional centres prior to the installation of the GlobalSIX cabling solutions.
- 3.2. On completion of the installation, the GlobalSIX Certified Integrator shall 100% Test the cabling system according to the terms of the Global SIX Certified Integrator agreement (Appendix A) and GlobalSIX Project Registration Form (Appendix B) and as mentioned in the installation manual. Any points with a **Pass*** or failing to comply with the mentioned standards must be confirmed in writing with the consultant/client prior to the application of the warranty. The same has to be attached along with the GlobalSIX Project Registration Form (Appendix B)
- 3.3. Within 30 days of completion, the test results, must be sent to **warranty@globalsix.co.za** along with the relevant tester software and accompanied by the GlobalSIX Project Registration Form (Appendix B), completion certificate from consultant/client must also be sent to GlobalSIX. All test result must be in the original tester software format. NO OTHER software copy format will be accepted.
- 3.4. All tests must be performed on a test instrument approved by GlobalSIX and must be maintained and calibrated according to the manufacturer’s instructions. All test equipment must be operated with the latest version of the manufacturer’s software.
- 3.5. GlobalSIX System Warranty Certificate will be issued following the submission of the test results by the Certified GlobalSIX Integrator and approval by GlobalSIX.
- 3.6. The copper cabling system must be 100% tested as 'Permanent Link' and in accordance with the test requirement of the installed system. The minimum test equipment must be a Level III/IV tester which must have a calibration date that is no more than 12 months prior to the date of testing. Permanent link testing must be done with the Permanent Link tester adapter and must not include any patch cords.
- 3.7. If the installation does not perform to the specification, the labour to repair or replace will be provided by the GlobalSIX Certified Integrator.
- 3.8. The person who signed off the installation must hold a current training certificate signifying they have attended an approved training course.
- 3.9. As built floor plans indicating all points must accompany the GlobalSIX Project Registration Form.

4. GlobalSIX Category 5e/6/6A Warranty

- 4.1. GlobalSIX warrants that during a period of 25 (twenty five) years from the date of the GlobalSIX System Warranty Certificate, Global SIX Cate5e/6/6A products will be free from electrical and mechanical defects and will perform with the electrical and environmental limits for which they were designed.
- 4.2. This warranty extends only to GlobalSIX cabling solutions which are defective in material or workmanship through no fault of the GlobalSIX Certified Integrator or the End User and which have not been subjected to improper usage, accidental or malicious damage, modification for the cabling system, maintenance, repair, cleaning, handling, general wear & tear or storage.
- 4.3. All products moved, re-terminated or modifies in anyway must be re-tested and re submitted for warranty validation.
- 4.4. Performance of connectors is not warranted beyond the guaranteed number of mating cycles detailed in the relevant datasheets.

S. Records

- 5.1. All test results, as built floor plans and all other related documents must be retained by the GlobalSIX Certified integrator during the warranty period.

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TERMS AND CONDITIONS

6. Procedure in the Event of Claim

- 6.1. In the event of a warranty claim, the End User of the cabling system must inform the original GlobalSIX Certified Integrator, in writing, within 14 days of the occurrence of the fault. If the original installer is no longer available then the claim should be directed to GlobalSIX local representative.
- 6.2. The GlobalSIX Certified Integrator will inspect the installation and decide whether the problem is a fault of the product or the installation method. If the latter, then the GlobalSIX Certified integrator will be responsible for rectifying the problem. If the GlobalSIX Certified Integrator believes the problem to be caused by the product, then the GlobalSIX Certified Integrator must inform the GlobalSIX local representative in writing within 7 days, describing the nature of the problem. If GlobalSIX technical consultant is of the opinion that the products do not have any manufacturing defect, then a fee will be charged for the replace of the same.

7. Transfer of Warranty

- 7.1. The guarantees covered by the GlobalSIX System Warranty may be transferred from the original owner to the new owner. An application to this effect must be made in writing to the GlobalSIX local representative.

Signed on behalf of the GlobalSIX Certified integrator

Name:

Title:

Company:

Date:

SIGNATURE

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