



This document establishes the regulations for a Guarantee certification and defines the different types of CABLIX Guarantees:

CABLIX offers options in a warranty program. CABLIX has developed warranty plans that offer a flexible approach to lasting service.

1. Important Notes and Requirements for Eligibility for CABLIX Warranty Certification.
2. Basic warranty of passive components for 5 years.
3. Extended Warranty on Passive Components for 25 Years.
4. Provisions for claiming guarantees.

1. Important Notes and Prerequisites for a Certification.

1.1.1. Authorizations: Any possibility of requesting certification or extended warranty is subject to the authorization of CABLIX.

1.1.2. General

1.1.3. Responsibility of the confirmer of the certification information.

1.1.3.1. For the granting of the CABLIX guarantee certification, the Confirmer must record the **proof** documentation (necessary data), in accordance with the regulations set forth in this document, and it will be the responsibility of the Confirmant the veracity of the data provided, the lack of truth may result in the suspension of the distribution of CABLIX products, as well as legal actions against it.

1.1.3.2. To make your guarantee effective, it is imperative to present the invoice of the products, without this all procedure is null and void.

1.2. Consignment of proof of compliance with certification regulations Photos of the passive components installed in the Fiber Optic Links must be presented, such as: Optical Patch Panel, Junction Boxes, Distribution Boxes, Termination Boxes and Face Plate. Photos of the deployment of Fiber Optics must be presented, such as: Installation by poles, underground installation in pipeline or direct buried and technical reserves.



Photos of the identification of the passive components installed in the Fiber Optic or Structured Cabling Links should be submitted as the case maybe, for example: Optical Fiber, UTP cable, Splitter, Pigtail, Patch Cord, Patch Panel Optics, Junction Boxes, Distribution Boxes, Termination Boxes and FacePlate, Keystone Jack, and all additional components that are not part of the list detailed above.

Additionally, a spreadsheet document of the certification results for each Fiber Optic thread must be provided, as well as a file in native format and PDF format of the results obtained with the measuring instrument used (OTDR or Certifier), measuring equipment which must be calibrated according to the technical parameters of the CABLIX passive components.

As-Built Plans must also be delivered with the deployment of the Fiber Optic links installed in which you record: Length, distribution of links, number of links, number of threads per link, Splitter levels and number of distribution boxes and termination boxes, as well as document of explanation of the project executed, use, completion, transmission speeds and all the data that support the executed project. CABLIX reserves the right to publish and use the information provided in any of its forms (Written, Printed or other) for any purpose, a condition which is accepted once the certification is requested, whether approved or not by CABLIX.

CABLIX is not responsible for the improper use or bad installation practice in the different types of Fiber Optic cable of our product portfolio, which is governed by regulations of international standards described by the manufacturer (CABLIX).

CABLIX, is not responsible for the improper use of any component of the project.

CABLIX, reserves the right to request any additional information it deems pertinent to the project.

1.3. Prerequisites to opt for the certification of guarantees.

1.3.1. All components of the Project must be exclusively CABLIX, this includes: Fiber Optic, Splitter, Pigtail, Patch Cord, Patch Panel Optics, Junction Boxes, Distribution Boxes, Termination Boxes and Face Plate, Adapters, hardware, or other liabilities.

1.3.2. The installation of the cabinets, connection boxes and Fiber Optic cables must comply with the regulations of the equipotential union and grounding standards. It is imperative in the event that the Fiber Optic cable is specified Non-dielectric or with some metal component.



- 1.3.3.** The values of losses due to fusion and connectorization splices in the field must be standard according to standard, losses that exceed what is recommended by the standard, CABLIX reserves the right to reject them.
- 1.3.4.** Face Plates must be installed in a manner appropriate to the wall or box arranged for this purpose, or fixed superimposed on a stable surface.
- 1.3.5.** The deployment of Fiber Optics must be laid according to installation standards in an external plant. For this purpose, a piping system must be installed adecuado o un circuito de herrajes consistentes con el diámetro de la Fibra Óptica desplegada.
- 1.3.6.** The Contractor must inform in writing the number of links and all the components included in the project to be certified by guarantee.
- 1.3.7.** All Fiber Optic threads must pass certification tests.
- 1.3.8.** The identification documentation of: Fiber Optic Laying, field connectorization and fusion joints, installations of Junction Boxes, Distribution, Termination and Faceplate, Patch Optical Panels, Adapters and Splitter must be supported the documentation is supported with detailed photographs, e.g. Internal Part of the Optical Patch Panel, Organization of Distribution and Termination Boxes, Installation of Fiber Optic Cable, Arrangement of Retention and Suspension Hardware, Technical Reserves and PoP.
- 1.3.9.** A spreadsheet document of the certification results must be provided for each Fiber Optic wire, as well as a file in native format and PDF format of the results obtained with the measuring instrument used (OTDR or Certifier), measuring equipment which must be calibrated according to the technical parameters of the PASSIVE COMPONENTS CABLIX.
- 1.3.10.** To process an extended warranty, it is necessary that the project has been installed by a company or natural person (Technician) Cablix Certificate.

2. Basic Limited Warranty on Passive Components for 5 years.

- 2.1.** CABLIX stipulates that all CABLIX passive components are protected with a limited basic warranty of passive components, on manufacturing defect, for a period not exceeding 5



years, valid from the date of invoicing of the product. Provided that the buyer has the documentation of the invoice or proof of purchase.

- 2.2.** The limited basic warranty of passive components certifies that all connection hardware in passive fiber components, fiber optic cables and passive components of copper, 5e, 6, 6A meets the specifications TIA / EIA-568-D. This warranty is void if any CABLIX component is integrated with other low-quality components and because of this integration the CABLIX components have failures in their performance, in which case CABLIX reserves the right to request additional information such as: Photographs of the installation, installation procedure and samples of the questioned components.
- 2.3.** All CABLIX products exceed industry-approved Telecommunications Standards and are constantly evolving to meet the performance levels demanded by the cutting edge.
- 2.4.** The limited basic range of passive components includes all connectivity products and all CABLIX Fiber Optic cables. If any manufacturing defect occurs with any CABLIX component, the product will be replaced by CABLIX via the local distributor, covering CABLIX the replacement of the products subject to this warranty program.
- 2.5.** This warranty does not cover defects in the design or installation of the product resulting from non-compliance with the official training program (CABLIX T-200 CERTIFIED INSTALLER or CABLIX T-300 CERTIFIED INSTALLER) or non-compliance with good installation practices observing strict compliance with the relevant telecommunication regulations and standards.
- 2.6.** This warranty does not cover the performance of the installed system or defects resulting from events beyond cablix's control.
- 2.7.** In no case will CABLIX be liable to the end user or the CABLIX Certified Installer, for damages or collateral consequences of any kind.
- 2.8.** CABLIX declines all responsibility for losses, damages or expenses caused, directly or indirectly, by the use of the product or for any other cause.
- 2.9.** The sole and exclusive remedy against CABLIX will be the replacement of the CABLIX product affected by manufacturing defects.



3. Extended Performance Warranty for Passive Components for 25 Years.

3.1 Background The 25-year Extended Performance Warranty for Passive Components certifies that all CABLIX passive connection hardware, CABLIX fiber optic cable, and all passive components used in a CABLIX-branded structured cabling system (provided by a local Distributor or Wholesaler, Licensed by CABLIX), and that it has already been installed by a certified installer (CABLIX T-200 CERTIFIED INSTALLER or CABLIX T-300 CERTIFIED INSTALLER), will support all applications designed for data transmission via Fiber Optics, Category 5e, Category 6, Category 6A and Future Categories, as applicable, and that these components will operate according to the applicable TIA/EIA 568-D link specifications ISO/IEC IS 11801 for passive wiring channels. They must be free of manufacturing defects for at least 25 years from the date of purchase.

3.2. Classification of Extended Performance Warranty. The Extended Performance Warranty for passive components for 25 years, is divided into two applications:

- **PRC25E** Extended Warranty covers all CABLIX products, deployed in a copper installation, Structured Cabling: Category 5e, Category 6, Category 6A and Future Categories.
- The **PRF25E** extended warranty covers all CABLIX products, deployed in a Fiber Optic installation: Single Mode and Multimode.

3.3. Program Registration and Validations: To register a project in PRC25E and PRF25E, the certified installer - (CABLIX T-200 CERTIFIED INSTALLER or CABLIX T-300 CERTIFIED INSTALLER) must send CABLIX a warranty request and the additional documentation required of the project detailed in Prerequisites **to opt for warranty certification**, for validation. Once CABLIX has evaluated and considered the project valid, CABLIX will issue an authenticated and numbered certificate.

Nota. When the CABLIX CERTIFIED INSTALLER is no longer available, please contact CABLIX.

3.4. CABLIX stipulates that all passive components s CABLIX involved in a Project are protected by warranty of any manufacturing defect, for a period of 25 years, which covers all products that are in a project duly registered and approved by CABLIX.

3.5. CABLIX Certified Installers guarantee the end user that their installation practices and workmanship conform to all International Standards.



- 3.6.** If any manufacturing defect occurs with any CABLIX product installed within the registered and approved project, this product will be replaced by CABLIX via a local wholesaler.
- 3.7.** The end user who owns the telecommunications network reserves the right to perform the installation of the replaced product. However, for the warranty to be effective the replaced component must be installed by a CABLIX certified technician – (CABLIX T-200 CERTIFIED INSTALLER or CABLIX T-300 CERTIFIED INSTALLER) as the case may be.
- 3.8.** CABLIX declines all responsibility for installation (Labor), which arises from the use of our products.
- 3.9.** For there-evaluation of the products covered by this warranty program, CABLIX will supply the materials subject to replacement from the warehouses of a local wholesaler.
- Note.** If there not any Wholesaler or Distributor Local in your country
Contact with CABLIX.
All products will be supplied from the Master Wholesaler in Miami - USA.
If there is no inventory of your product in Miami, the customer will have to wait for the delivery time from the factory in China, India or another country.
- 3.10.** This warranty does not cover defects in the design or installation of the product resulting from non-compliance with the official training program (CABLIX T-200 CERTIFIED INSTALLER or CABLIX T-300 CERTIFIED INSTALLER) or non-compliance with good installation practices observing strict compliance with the relevant telecommunication regulations and standards.
- 3.11.** This warranty does not cover the performance of the installed system or defects resulting from events beyond cablix's control.
- 3.12.** In no case will CABLIX be liable to the end user or the CABLIX Certified Installer, for damages or collateral consequences of any kind. On the other hand, CABLIX declines all responsibility for losses, damages or expenses caused, directly or indirectly, by the use of the product or for any other cause.
- 3.13.** The sole and exclusive remedy against CABLIX shall be the repair or replacement of the CABLIX product.



4. Provisions for claiming guarantees.

The following provisions apply to the above warranties.

4.1. Warranties are only transferable if CABLIX has been notified in writing prior to the transfer date. CABLIX's sole liability here under shall be to replace without charge any product mentioned that does not comply with the applicable warranty above; PROVIDED that CABLIX is immediately notified, where applicable, and that we determine that the product does not meet the requirements. CABLIX will replace the corresponding products as soon as possible after verification of the relevant process.

- To process the Transfer of guarantees, it is necessary to fill out the form of transfers of guarantees.
- Proof of change of beneficiary, notarized certificate must be attached where it is evidenced, for example: Change of name, change of owner, sale of shares, sale of real estate or any action or legal procedure object of the transfer of guarantees, CABLIX reserves the right to request additional information as determined pertinent.
- The transfers of approved guarantees do not modify the original term granted by the project guarantee, so that the total sum of the guarantee time does not exceed 25 years of guarantee, between the guarantee granted to the initial beneficiary and the guarantee transferred to the new beneficiary.

4.2. If the exact components are no longer manufactured, CABLIX reserves the right to replace the product with functionally equivalent components. REPLACEMENT FREE OF CHARGE SHALL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY, regardless of the case, whether in contract, tort, express or implied warranty, negligence or strict liability, upon which damages are claimed and regardless of whether or not the damages were caused by negligence, or by any defect.

4.3. CABLIX shall not be liable for any other expenses, losses or damage other than the replacement of the product, whether or not it is due to negligence or any defect or other cause. IN NO EVENT SHALL CABLIX BE LIABLE FOR LOSS OF PROFITS OR INCIDENTAL, INDIRECT OR OTHER DAMAGES.

4.5. If CABLIX determines that the questioned components meet the requirements and technical specifications, as well as the design and shape of the product detailed in the component's



Data Sheet, in which case the customer will be responsible for all costs incurred, the cost of testing any replaced components and shipping costs. CABLIX will be entitled to reimbursement of all costs associated with the travel and accommodation of a CABLIX engineering team in order to investigate any claims. This charge may include a charge in USD per day plus all travel and accommodation expenses.

- 4.6. The products must receive normal and proper use, and due care in their handling. Normal wear, deterioration due to aging or damage caused by environmental conditions, electromagnetic interference ("EMI") or radio frequency interference ("RFI") shall not constitute a defect or failure under this warranty.
- 4.6. CABLIX does not warrant or accept any responsibility for the workmanship or quality of workmanship of any installer, whether or not he is a CABLIX CERTIFIED INSTALLER.
- 4.7. These Warranties do not cover defects resulting from additions, removals and undocumented changes, accidents, alterations, unauthorized repairs, misuse, fire, flood, fortuitous events or any miscellaneous change in temperature and weather that is not considered normal for the technical specification of the interior or exterior component.
- 4.8. All installation records must be updated to reflect any maintenance, movements, additions or changes and such records will be made available to CABLIX upon request. To keep the 25-year warranty active, CABLIX must receive documentation with the same information and requirement of the original project and approve any additions, modifications or changes that occur in the project for warranty purposes.
- 4.9. The warranty is void if it is removed from the original installation site or if the company or natural person benefiting from it changes its name or business name.
- 4.10. THESE WARRANTIES ARE EXCLUSIVE AND SUPERSEDE ALL OTHER WARRANTIES.

State/country law rights:

These warranties give you specific legal rights and you may also have other rights, which vary from state to state. Some states do not allow limitations on the duration of an implied warranty, exclusion, limitation of damages, incidental or consequential, so the above limitations or exclusions may not apply to you. In the U.S., CABLIX is a Delaware entity and all disputes must be filed in that state.



CABLIX CONTACT:

support@cablrix.com

Region Contact:

CABLIX TECHNOLOGY LIMITED
1301 BANK OF AMERICA TOWER 12
HARCOURT ROAD CENTRAL – Hong Kong
