

SUPERIOR MODULAR PRODUCTS

EXTENDED PERFORMANCE ASSURANCE AND PRODUCT

THE WARRANTY THAT COVERS YOUR NEEDS

In America the right to make decisions and choose what is best for you is one of the things that makes this country so great. In the same manner Superior Modular Products in conjunction with other leading manufacturers and Certified MDIS Contractors around the country are offering choices in a warranty program. It is impossible to create one warranty that covers everyone's needs, the modular approach has been good for us in components so we wanted to give the same flexibility of service that will last for years to come.

Choose either of the following:

1. P-15 "Performance 15 Year Assurance Component Limited Warranty"
2. P-25-C "Performance 25 Year Channel / Link Limited Warranty"

The Modular Warranty (Choosing the right Performance Warranty for you)

1. **P-15** "The P.15 Performance 15 Year Assurance Component Limited Warranty" certifies that all SMP passive Category 5, 5e & proposed Cat 6 Connecting Hardware conforms to current TIA/EIA-568-A Category Hardware Specifications. This ensures all passive SMP products will be free from defects in material and workmanship for at least 15 years from the date of purchase. It is designed to provide customer confidence that SMP passive components will perform to specification for at least 15 years from the date of purchase. Requires Invoice Documentation or proof of purchase. This warranty makes no guarantee of installed system performance as such no performance documentation is required.

2. **P-25-C** "Performance 25 Year Channel / Link Limited Warranty" (Cable Vendor supplied 25 year Warranty to Superior) Twenty-five year Performance Assurance and Product Warranty Program in a registered and validated installation, when installed by a Multimedia Design & Integration Specialist (MDIS) certified installer. The P-25-C, certifies that all SMP passive Category 5, 5e, & Proposed Cat 6 Connecting Hardware and cable "provided by cable manufacturer" conforms to current TIA/EIA-568-A Category 5, 5e, & proposed Cat 6 Specifications. The P-25-C ensures against product defects for all SMP products. It is designed to provide customer confidence that SMP components will perform to specifications and be free from defects in material and workmanship for at least 25 years. Warranty covers all SMP products installed in a registered and validated installation.

The **P-25-C** provides that cable installation will exceed the electrical requirements of the TIA (Telecommunications Systems Bulletin (TSB) 67 and the ISO/IEC IS 11801 for cabling channels. SMP is not responsible for cable defects or a problem caused by cable, therefore the cable warranty is supplied by the cable manufacturer. This Warranty requires a 25-year certification of the job by a Cable manufacturer to be supplied to the end user or MDIS contractor or Superior. Warranty must be pre-registered with Superior Modular Products and documented prior to certificate issuance. Superior Modular Products deeming the project valid will issue an authenticated and numbered certificate.

The Cable & Hardware Protection

The **P-25-C** "Performance 25 Year Channel / Link Limited Warranty" (Cable Vendor supplied 25 year Warranty to Superior) certifies that all-passive Category 5, 5e & Proposed 6 Cable & Connecting Hardware will support any current or future applications designed for data transmissions over the 100 MHz channel link as defined in TIA/EIA 568-A. The "Performance 25 Year Channel / Link Limited Warranty" ensures against product defects for all SMP products and cable provider products. It is designed to provide customer confidence that SMP components will perform to specification and be free from defects in material and workmanship for at least 25 years.

Installation Protections

The contractor that you choose to install your network needs to be able to understand all TIA/EIA guidelines and be prepared to document the entire network infrastructure. Superior Modular Products has selected the finest contractors available, capable of installing to these stringent guidelines. In addition to the guidelines set forth by TIA/EIA we will review and collect documentation and may perform site surveys to ensure complete standards compliance with the EIA/TIA-568-A.

Performance Assurance 25 Year Performance Assurance (Subject to Program Registration and Validation)

Category 5, 5e, & 6 cable and connecting hardware is certified to exceed current TIA/EIA-568-A connecting hardware specifications, for a period of 25 years and provided that cable installation will meet or exceed the electrical requirements of the TIA (Telecommunications Systems Bulletin (TSB) 67 and the ISO/IEC IS 11801 for cabling links/channels from date of installations when purchased and installed in the United States. Must be installed and tested by a Superior Modular Products certified MDIS contractor. This Performance Assurance Program assumes that the connecting hardware and cable is installed in full compliance with current TIA/EIA 568-A, Category 5, 5e, & 6. Failure to comply with any portion of the specifications and guidelines will void this assurance. TIA/EIA 568-A specification is defined as the most recent version published before manufacture of SMP Category 5, 5e, & 6 products.

In the event it is determined that SMP products fails to perform to TIA/EIA 568-A, specifications, and all potential causes have been investigated and ruled out by the end user, the end user must notify the MDIS installer of SMP for action. At such time SMP will determine a resolution to the claim. SMP and cable vendor will repair or replace the applicable products as soon as possible after SMP verification of failed test results. If the exact components are no longer manufactured, SMP and cable manufacturer reserve the right to replace the failed components with functionally equivalent components.

SMP will test the components in our laboratory. If component failure is verified, SMP will also provide monetary compensation in the amount of \$5.00 per port / modular jack of failed components (e.g., \$240.00 compensation for a 48 port patch panel). This is to reimburse the customer for the labor costs associated with reinstallation caused by failed components. If our laboratory does not verify failure, there will be no component replacement or monetary compensation. In the event that agreement on failure / compliance is not achieved, SMP will submit the questioned components to Underwriter Test Laboratory (UL) for testing The findings of the UL will be final.

If the questioned components are determined to be compliant with TIA/EIA 568-A as written at date of component manufacture, the customer will be responsible for all incurred costs, testing cost of any replaced components and shipping costs. SMP will seek reimbursement for all cost associated with travel and accommodations of an SMP engineering team for the purpose of investigating any claim. This charge will include \$500.00 per day plus all travel and accommodation expenses. Only to apply when the final results determine no SMP product fault applies to system problems.

SMP's sole liability for failure of product to meet TIA/EIA 568-A is stated herein and by acceptance of the product the customer expressly agrees that the remedy set forth herein is exclusive. In no event shall SMP be liable for any special or consequential damages.

P-15 and P-25-C Limited

The implied warranties will not pay for loss of time, inconvenience, loss of use of the product or property damage caused by the product or its failure to work or any other incidental or consequential damages.

Warranty does not cover any defects in the design or installation of the cabling system, which result form failure to comply with the TIA/EIA 568-A guidelines and installation procedure. This warranty also does not cover defects resulting from non-documented adds, moves and changes, accidents, alteration, unauthorized repair, misuse, fire, flood, acts of God and or any diverse changes in temperature and climate not considered normal for an interior building infrastructure. The Warranty is null and void if installed outside of the USA or if removed from original site of installation.

THE PERFORMANCE ASSURANCE PROGRAM and PRODUCT WARRANTY PROGRAM ARE SMP's ENTIRE WARRANTY, SMP, DISCLAIMS ALL OTHER WARRANTIES INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Program Registration and Validations

To enroll in the **P-25-C** "Performance 25 Year Channel / Link Limited Warranty" (Cable Vendor supplied 25 year Warranty to Superior) the Certified SMP MDIS (Multimedia Design & Integration Specialist) Installer must pre-register the installation with SMP. Registration and documentation must be submitted to SMP and validated by SMP. An installation must be pre-registered and validated by SMP in order to be eligible for this warranty.

State Law Rights

These warranties give you specific legal rights and you may also have other rights, which vary, from state to state. Some states does not allow limitations on how an implied warranty lasts or exclusion or limitations of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

