



## The 20-Year SYSTIMAX® Structured Connectivity Solutions Extended Product Warranty and Applications Assurance Program

# A Warranty You Can Trust

In an age when network infrastructure is essential to the survival of an organization, it is important to be able to unreservedly fully trust your connectivity suppliers' warranty. To be fully confident in their structured cabling infrastructure, organizations need more than just a warranty that components will not fail. They must be assured that the installed cabling solution will enable their network applications to achieve the specified performance in all practical configurations.

The SYSTIMAX® SCS Extended Product Warranty and Applications Assurance clearly meets this requirement. It not only warrants components and cabling channel specifications, but it also provides comprehensive coverage and assurance for a wide range of applications including voice, data, video and building management, for 20 years.

But what is truly unique is that in addition to current applications, the SYSTIMAX SCS Applications Assurance also covers any future applications introduced by recognized standards bodies or user forums that develop with compatibility to the relevant specifications in ISO/IEC IS 11801 or TIA/EIA 568-B. These comprehensive application assurances are possible because the SYSTIMAX R&D group at Avaya Labs have an industry-leading applications test program. This includes sophisticated performance modeling and stringent testing of network applications, resulting in a library of Application Guides and a Performance Specification covering more than 52 applications and their implementation of copper and fiber optic media. The SYSTIMAX SCS Applications Assurance covers all major enterprise applications ranging from telephony and Gigabit Ethernet to cable TV and building management systems.

This exceptional expertise provides the foresight required in terms of both cabling solutions and applications to enable the SYSTIMAX SCS Warranty to extend to future, as yet undefined, applications.

The Warranty states that installations will meet the relevant specifications for all key electrical and optical parameters including NEXT, PSNEXT, ELFEXT, PSELFEXT, return loss, bandwidth and attenuation, as specified by relevant international and regional cabling standards.

All SYSTIMAX SCS installations receive the Extended Product Warranty and Application Assurance as soon as they are completed and registered by a certified SYSTIMAX BusinessPartner. The Warranty can, if required, be passed on to a new site owner, subject to inspection to ensure it is still in compliance with the SYSTIMAX SCS design guidelines and installation procedures.

All SYSTIMAX Solutions are developed in world-leading laboratory facilities, and designed and tested using the worlds most advanced techniques. They are also manufactured in dedicated factories and installed by our network of highly skilled certified SYSTIMAX BusinessPartners. As a result, SYSTIMAX Solutions are warranted to give users trouble-free service for 20 years. And, if issues do arise, users can rest easy knowing that their cabling system is protected by the best product warranty and applications assurance in the industry.


**SYSTIMAX Solutions covered by the 20-year Extended Product Warranty and Applications Assurance:**


**GigaSPEED® XL Solution**

**PowerSUM Solution**

**LazrSPEED™ Solution**

**OptiSPEED™ Solution**





## The SYSTIMAX® Structured Connectivity Solution

**installed at:**

ABC Company

(customer name & site address)

**by:**

XYZ Communication

(BusinessPartner name)

**was registered under the 20 year SYSTIMAX Extended  
Product Warranty & Application Assurance Program**

**Registration no:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**What Avaya Will Do**

After all potential causes of the application failure which are not SYSTIMAX SCS related, have been investigated and ruled out by the end-user, the end-user must notify the authorized SYSTIMAX SCS BusinessPartner for address. If the authorized SYSTIMAX SCS BusinessPartner is unable to resolve the problem, the BusinessPartner shall refer it to Avaya who will determine a resolution to the claim. Avaya shall be notified of the application failure within 30 (thirty) days of the end-user's discovery of it, as set forth in Avaya's SYSTIMAX SCS contracts.

This Warranty shall be automatically terminated and null and void upon removal of the cabling system from the site of original installation. This is the only Warranty applicable to Avaya's SYSTIMAX SCS products and sets forth all of Avaya's responsibilities regarding SYSTIMAX SCS products purchased and used in the Europe, Middle East and Africa regions, and registered with Avaya as evidenced by a numbered registration certificate issued by Avaya.

**Assurance Programme**

as an entity to whom the SYSTIMAX SCS BusinessPartner is in default to the site in which such SYSTIMAX SCS BusinessPartner, under the SYSTIMAX SCS BusinessPartner and in design guidelines and/or installation being, to the successor that the SYSTIMAX SCS BusinessPartner will be given a replacement component will be given a replacement system.

If use of the Avaya product, or failure to work, or any other accidental or negligent use of the SYSTIMAX SCS BusinessPartner Warranty Programme.

and systems, which fall into the below categories:

- installed, configured or assembled by the end-user or Avaya BusinessPartner for such integration or installation;
- installed, configured or assembled by the end-user or Avaya BusinessPartner for such integration or installation;
- installed, configured or assembled by anyone other than Avaya;
- installed, configured or assembled after the date of manufacture or installation;
- installed, configured or assembled in Force Majeure events, such as natural disasters, war, Middle East and African regions.

This document is for planning purposes only and is not intended to modify or supplement any specifications or warranties relating to Avaya products and services.

© 2002 Avaya Inc.

Avaya and the Avaya logo are trademarks of Avaya Inc. and may be registered in certain jurisdictions. All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively of Avaya Inc. All other trademarks are the property of their respective owners.

04/02 EF-SYSD1704