

# Ultima System Warranty



**25**  
**YEAR**  
**WARRANTY**

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The Ultima System Warranty is a 25 year product and application warranty, available when the system has been designed, supplied and installed by an Ultima Certified Installer (UCI).

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## **Ultima Certified Installers**

An Ultima Certified Installer (UCI) is an accredited installer fully trained in their relevant product area. All certified installers hold a valid UCI certificate. Re-certification occurs annually to ensure a full understanding of the Ultima system and how best to implement it.

## **Warranty Process**

The following pages outline the details of the Ultima Warranty and familiarise the Ultima Certified Installer (UCI) and the end user with the process of issuing a warranty and making a claim against it.

- 1 Ultima Installer Accreditation
- 2 Warranty Application
- 3 Warranty Issue
- 4 Warranty Claim

# Ultima Warranty Process

It's as easy as 1, 2, 3!

Structured Cabling • Fibre Cabling • Voice Cabling • Cabinets

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## Ultima Installer Accreditation

- Installer completes Ultima Certified Installer application form
- Application reviewed by Ultima and any training needs identified
- Any necessary training carried out by Ultima
- UCI Identification number and certificate issued

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## Warranty Application

- UCI completes Ultima Warranty application form
- Final site certification check list
- Full set of drawings with numbered outlet locations
- Test results
- Calibration certificate for test equipment used
- Warranty application reviewed by Ultima

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## Warranty Issue

Warranty Certificate issued



## Warranty Claim

- End user reports fault to UCI
- UCI rectifies fault and, where appropriate, makes a warranty claim
- UCI completes Ultima Warranty Claim form
- UCI submits claim form to Ultima

All forms are available to download  
at [www.ultima-comms.com](http://www.ultima-comms.com)



# Warranty Process

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## Ultima Installer Certification

This is the first step towards the 25 year Certification Warranty being achieved. It is essential that the Ultima Certified Installer Application Form is completed, submitted and approved before any further progress.

We will confirm receipt of your application and if successful you will receive a unique UCI identification number and certificate. Please note that certification is valid for one year only. Re-certification will be required after this time. If certification has already been received and is valid please proceed to step 2.

2

## Warranty Application\*

On completion of the project the Ultima Certified Installer (UCI) responsible for the design and installation of the system needs to complete an online warranty application form. As part of this application the UCI will need to provide;

- A completed final site certification check list
- Full set of drawings with numbered outlet locations
- Full and complete test results showing a pass result for every horizontal link to be covered by the warranty. A marginal pass is not accepted
- Calibration certificate for the test equipment used

Ultima reserves the right to inspect the final installation prior to issuing the warranty.

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## Warranty Issue

If successful a 25 year warranty certificate will be issued to the end user via the UCI. The warranty certificate will be dated from the date of the last test. The UCI will receive two copies of the certificate, one to be maintained by themselves the other to be passed on to the end user. The certificate will need to be produced in the event of a future claim.

\*To be completed by the UCI



# What is covered by the Warranty?

This is a link performance warranty, covering patch panel to outlet and/or patch panel to patch panel links.

The warranty covers components and applications. If a component in any link fails or the structured/fibre cabling fails to support an application that it has been tested to carry, then a claim can be made on the warranty.

Please note that patch leads are classed as replaceable items and are excluded from the warranty.

To qualify, the installation must be made up entirely of Ultima products, including Draka fibre optic cables. Products must be new at the time of installation and have been stored and used within reasonable environmental conditions for such product.

**Ultima reserves the right to carry out its own tests on a system before certifying and registering that system.**

# Structured Cabling, Cat5e, Cat6 and Cat6A Warranty

The 25 Year Warranty covers all permanent copper cabling, outlets and jacks within the horizontal cabling of a Cat5e, Cat6 or Cat6A structured cabling system which has been tested and certified as an Ultima Cat5e, Cat6 or Cat6A system in place of the warranty set out in our current terms and conditions of sale.

All other provisions in our standard terms and conditions shall continue to apply.

All links must be installed and tested by an Ultima Certified

Installer (UCI) in accordance to Ultima and industry guidelines to qualify for the warranty.

Certification tests for Cat5e/Class D, Cat6/Class E or Cat6A/Class EA must be carried out on all outlets by the UCI and submitted to Ultima for approval in order for a system to qualify as a certified system and thus be covered by the warranty. A suitable cabling certifier tester, as approved by Ultima, must be used. The results must be sent to Ultima in the form of an email or CD ROM, utilising the manufacturer's software.

## Copper (Horizontal 4 pair)

- 100% of all horizontal links are to be tested as permanent links.
- Full results must be submitted for each link
- Results to be submitted in the original tester format (see box below).
- The cabling system must be installed in accordance with the relevant standards for open structured cabling.
- Test patch cords used for testing may only be of a type approved by the manufacturer for the tester being used.

## Important

- The test equipment shall support the standard for which the warranty is being sought
- The tester shall be calibrated in accordance with the tester manufacturer's requirements. If the current calibration date is not stored within the tester then the test results must be accompanied by a copy of the calibration certificate
- Where the date of the results is outside the 1 year calibration period, the results will not be accepted
- The test results shall be submitted in the tester manufacturer format (e.g. Lantek Reporter or Fluke Networks LinkWare)
- Full graph data shall be included in the results (this is set prior to testing)
- The tester shall be set to the correct cable characteristics (i.e. cable type and NVP) as per the product's published specifications
- Do NOT submit duplicate results
- The latest tester software and firmware shall be installed
- The warranty shall be issued against the standard tested. E.g EN 50173 Class E
- Ultima reserves the right to decline the warranty if test results are altered in any way

# Fibre Optic Warranty

The 25 Year Warranty covers all permanent fibre cabling, adaptors and connectors within the horizontal cabling of an Ultima fibre cabling system which has been tested and certified as such in place of the warranty set out in our current terms and conditions of sale. All other provisions in our standard terms and conditions shall continue to apply.

- Tier 1 testing must be completed for each link that requires a warranty.
- The tester shall be calibrated in accordance with the tester manufacturer’s requirements. If the current calibration date is not stored within the tester then the test results must be accompanied by a copy of the calibration certificate.
- Where the date of the results is outside the 1 year calibration period, the results will not be accepted.
- The tester shall be set to the correct fibre characteristics (e.g. Index of Refraction) as per the product’s published specifications.
- The test results should be submitted directly from the tester used and should include details relating to the settings for Range, Pulsewidth and Averaging Times.
- Fibre trace results should be submitted in the Bellcore format (.sor). For formats other than this, agreement must be sought in advance.
- Details of any launch lead used must be supplied with the test results and must include length and fibre type.
- Where testing has been performed by other methods, i.e. Loss Test Set or individual Light Source and Power Meter, the results must be submitted as a link loss sheet on letter headed paper and signed by a Director or Senior Manager of the company.
- The test results must show the overall attenuation of the link.
- The maximum allowable loss can be worked out using the following table

[Testing limits with reference to ISO 11801](#)

Optical Fibre Type	Loss/km in db*					
	850nm	1300nm	1310nm	1550nm	Connector	Splice
OM1 (62.5/125µm)	3.50	1.50	N/A	N/A	0.75	0.30
OM2 (50/125µm)	3.50	1.50	N/A	N/A	0.75	0.30
OM3 (50/125µm)	3.50	1.50	N/A	N/A	0.75	0.30
OS2 (9//125µm)	N/A	N/A	1.00	1.00	0.75	0.30
OM4 (50/125µm)	3.50	1.50	N/A	N/A	0.75	0.30

\*Link loss (db) = Cable loss + Connector loss + Splice loss

Ultima reserves the right to decline the warranty if test results are altered in any way

Ultima warrants the following:

1. All products forming part of a certified system will be free from manufacturing defects for a period of 25 years from the date of installation or invoicing, whichever occurs first, and
2. The installation will satisfy the transmission performance requirements of the relevant standard as tested at the time of installation for a period of 25 years from date of installation provided that:
  - 2.1. The installation is designed and installed in accordance with Ultima requirements by a current UCI.
  - 2.2. The installation is fully tested to the current edition of the relevant standard and thoroughly documented.
  - 2.3. All results and installation details are supplied to Ultima along with details of any moves and changes.

# Warranty Claim

In the event that there is a genuine problem with an Ultima warranted system, the following actions should be taken. In the first instance, the fault(s) should be reported back to the Ultima Certified Installer (UCI) or to Ultima directly by the owner or end user if the installer is no longer in existence. If the UCI is unable to rectify the problem and wishes to make a warranty claim, an Ultima Warranty Claim must be completed and submitted to Ultima.

An Ultima Engineer may visit the site, if deemed necessary, in order to investigate further.

If the fault is found, and in the opinion of the Ultima Engineer it is a genuine fault, then Ultima will at its option:

- 1) Organise a replacement of the product, or
- 2) Repair the faulty product, or
- 3) Reimburse the user's reasonable costs of organising a replacement of, or repairing the faulty product (including the user's reasonable costs incurred in removing and installing/reinstalling the faulty product or its replacement), or
- 4) Refund the purchase price of the product at Ultima's expense.

Provided that performance of any one of these options shall operate as an entire discharge of any liability Ultima may have under this warranty.

In all instances the findings of the Ultima Engineer will be deemed absolute.

Ultima reserves the right to request written evidence of any costs incurred in replacing, repairing, removing or reinstalling faulty products. Ultima will not accept any consequential loss or damages due to the performance or non-performance of Ultima products or products supplied by Ultima.

