

Connectix Cabling Systems Warranty

Warranty Terms and Conditions

1. The Warranty is effective from the date of issue and lasts for twenty-five years
 2. The Warranty is effective in the European Union and other territories as agreed by Connectix in advance of installation of the products
 3. The Products must be exclusively supplied by Connectix or approved by Connectix
 4. The Products must be new
 5. The Warranty is offered between Connectix and the user or owner of the cabling system and may be transferred to other users at the discretion and permission of Connectix which must be sought in writing at the time of transfer of ownership
 6. The products must be installed according to the current installation manuals and other design guidelines of Connectix. Where advice is not specifically given within Connectix' documentation the relevant standards and best practices must be used. For cabling this must include adherence to EN 50174 parts 1, 2 & 3 and BS 6701
 7. The products must be tested after installation according to the installation manuals and other design guidelines of Connectix. The results must be submitted in the manner defined by Connectix. A Warranty will be only be issued after the test results have been received and accepted by Connectix
 8. The Warranty is only available to installation companies that are members of a Connectix approved installer scheme
 9. The Warranty is only available to installation companies that have a level of training approved by Connectix
 10. The cabling system and products must have been stored and used within the environmental limits as described on the data sheets appertaining to those Products for the entire life of the installation
 11. Any payments due to Connectix in respect of the Products supplied in pursuance to the Warranty application must have been made in full before a Warranty will be issued or before a claim will be considered
- Actions in the event of a claim**
12. The owner/end-user of the Products, or their representative, must raise a warranty claim within 30 days of the fault becoming apparent
 13. In the first instance the user of the products will contact the installer of the products and that installer will initiate the claims procedure with Connectix. If the installer is no longer in existence or in a position to initiate the claim then the owner/enduser may contact Connectix directly
 14. If the installer is unable to correct the defect then Connectix will send or appoint qualified engineers to report on the claimed defect
 15. If, in the opinion of Connectix, the defect is caused by defective products supplied by Connectix then Connectix will repair or replace the defective goods. This will include the reasonable costs of reinstatement of the Products as long as;
 - a. A valid Connectix Warranty is in force at the site of the installation
 - b. The Terms & Conditions of points 2 to 10 above have been met
- And
16. That reasonable costs will mean works carried out under normal working hours by a contractor appointed by Connectix or approved by Connectix in advance of any works being carried out
 17. Only those products shown to be at fault or defective will be repaired or replaced
 18. The choice of repair or replacement shall be at the sole discretion of Connectix
 19. Connectix will not accept any consequential or liquidated damages or any other consequential claims due to the performance or non-performance of Connectix or products supplied by Connectix
 20. This Warranty agreement is governed by the and under the jurisdiction of the laws of England and Wales

Definitions

'Connectix'

Connectix Limited
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Braintree
Essex CM77 7AA
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Facsimile: 01376 346620
Registered in England No: 2814569

'Products'

Any cabling product supplied by Connectix or approved by them and intended for use in a Connectix Category 5, 6, 6A or optical fibre cabling system

'Connectix Cabling Systems'

A group of cabling products brought together and supplied by Connectix for the construction of a structured cabling system as described in the Standards such as BS EN 50173, amongst others