

# Excel System Warranty - Terms & Conditions

Excel is a world-class premium performing end-to-end infrastructure solution - designed, manufactured, supported and delivered - without compromise.

[www.excel-networking.com](http://www.excel-networking.com)

**excel**  
without compromise.

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## Excel System Warranty - Terms & Conditions

This document covers:

- Excel Category 5e 
- Excel Category 6 
- Excel Category 6<sub>A</sub> 
- Excel Fibre Optic 
- Excel Voice Cabling 

The purpose of this document is to outline the terms and conditions of the Excel Structured Cabling System Warranty.

## Excel – An Introduction

Excel is a world-class premium performing end-to-end infrastructure solution – designed, manufactured, supported and delivered – without compromise.

Excel is driven by a team of industry experts, ensuring the latest innovation and manufacturing capabilities are implemented to surpass quality and performance standards, technical compliance and excellence.

Since the brand was launched to the UK market in 1997, Excel has enjoyed formidable growth and is now reported in the latest BSRIA UK market report as the 3rd largest structured cabling brand with 11% share of the UK market in 2010.

### Excel Partner Programme

The Excel partner programme offers installers two levels of accreditation, Excel Cabling Partner (ECP) and an Excel Solutions Partner (ESP).

Acceptance to either programme follows an application process based around technical and commercial capability, and commitment to undergo extensive training and sit an exam to demonstrate a full understanding of the Excel Structured Cabling System and how to design, install and test systems in accordance with the Excel guidelines, best practice and above all standards compliance.

All training courses are run by our independent training partner, CNet Training.



### Excel System Warranty

The Excel System Warranty provides a 25-year product and applications assurance of compliance with the industry performance standard appropriate to the class of cabling installed. The Excel System Warranty is only available when the said system is designed, supplied and installed by an accredited Excel Partner.



## How does it work?

Once site testing has been completed, the Excel Partner completes application document and submits this with the required documents on line, by email or post. When this information has been evaluated and accepted by our Excel Warranty team, certification will be issued. Until the certificate is issued the installation is not covered by the warranty.

Upon receipt of the application, and the required information in the correct format, the Excel Warranty team will complete the above process within a maximum of five working days. 90% of correctly applied for applications are processed and approved within 48 hours of application. The printed Warranty Certificate will be posted to the applicant. The warranty certificate will be dated from the date of the last test.

To qualify for the warranty the installation **must** be made up entirely of Excel or approved strategic partner products, which must be new at the time of installation.



## What is covered by the warranty?

This is a fibre and copper link performance warranty, covering patch panel to outlet and/or patch panel to patch panel links. The warranty covers components and applications. This means that if a component in any link fails, or the structured cabling fails to support an application that it has been tested to carry (such as Gigabit Ethernet), then a claim can be made on the warranty.

All links must be installed and tested to Excel and industry guidelines to qualify for the warranty. (refer to 'Warranty procedure' and Installation Guidelines section).

The following, if tested and included in the warranty registration form are included:

### Copper and Fibre versions of

- Horizontal links (Patch Panel to Outlet)
- Cabinet links (Patch Panel to Patch Panel)
- Backbone links (Patch Panel to Patch Panel between communications room or area)
- MTP Optical Fibre installations (test in accordance with the details of the Fibre Optic Links section below).
- Copper harness or Switch Links (comprising of patch panel and half solid or stranded patch leads)
- Patch leads (must be Excel and detailed on the application)
- Excel Floor Standing Cabinets
- Excel Intelligent, Modular and Standard PDUs (the warranty is for 3 years on PDUs included in the registration)
- Excel Strategic Partner installations – see section below

### Strategic Partners

Excel is proud to include RiT & Prysmian products in the Excel Warranty when purchased with Excel Product from an authorised distributor.

- The RiT EPV equipment is covered by a 12 month warranty and the Excel cabling is covered by the 25 year element of the warranty
- Installations using any combination of Excel Fibre Optic and Prysmian Sirocco Blown Fibre are covered by the Excel 25 Year Warranty (the Prysmian Sirocco Blown Fibre system, including, but not limited to, Prysmian Tube Cable and the blowing of the Prysmian Enhanced Performance Fibre Unit (EPFU), shall be installed by personnel trained and certified by Prysmian).

## What isn't covered by the warranty?

All information supplied to Excel from the Excel Partner pertaining to the warranty must be an accurate and true representation of the installation work undertaken. Should it become known that deliberately falsified information has been tendered to Excel, the warranty shall be rendered null and void.

- The warranty does not cover accidental or malicious damage to the installed links by individuals.
- The warranty does not cover damage caused by external circumstances beyond our control.
- The warranty does not cover links for which compliant test results were not supplied at the time of application. If subsequent work is carried out on the network or surrounding services (electrical, water, etc) that may have an effect on the performance of the cabling, the cabling must be re-tested. If the cabling is not retested, this may invalidate the warranty. For further detail please refer to our full terms and conditions of sale.

## What if there is a problem?

In the event of a problem with the installation, the user should contact the Excel Partner who installed the system. They will undertake a site survey to establish the extent of the problem and the actual cause. The Excel Partner shall contact the Excel Warranty team to notify them of a potential problem. Excel reserve the right to detail specific testing that shall be carried out by the installer, conduct a site visit, request samples, have suspected faulty product returned to Excel. Failure to comply with these requirements may, at the sole discretion of Excel, invalidate the claim. If it is found that installed Excel product covered by a valid warranty is at fault, then the Excel Partner will supply replacement product to resolve the problem at no cost to the customer.

- Excel Cabling Partners are eligible to claim the value of Excel product back from Excel.
- Excel Solutions Partners are eligible to claim the value of the Excel product, and the cost of labour to rectify the problem, back from Excel. Labour costs are covered at the rate agreed in the Excel Partner agreement.

If the Excel Partner is no longer in business, the customer should contact Excel's post-sales department, providing full details, in writing, of the installation and problem. Excel or an alternative Excel Partner will provide support, and where necessary replace/repair the products, to ensure the certified levels of performance are achieved.

If an engineer is despatched to the site and it is found that the cabling system or workmanship is not at fault, then the customer will be charged at the standard rate for the engineer's time and travelling expenses.

## Warranty procedure

There are a number of ways that you can submit your Excel warranty including via the online registration system by email or post. Be sure to read and comply with the **IMPORTANT INFORMATION**.

### Online Registration

- Complete the online Site Registration Form located at <http://www.excel-networking.com/partner-area/warranties> (NB: you will need a login to access the Partner Area. This can be requested at <http://www.excel-networking.com/partner-area/>)
- Upload results online in approved format
- Click Submit

### By Email

- Complete a Site Registration Form available from [www.excel-networking.com/downloads/excel-warranty-brochure/](http://www.excel-networking.com/downloads/excel-warranty-brochure/)
- Email the completed form and test results to [warranty@excel-networking.com](mailto:warranty@excel-networking.com)
- The test results shall be in an approved format
- Note – please limit emails to 10 MB maximum

### By Post

- Complete a Site Registration Form available from [www.excel-networking.com](http://www.excel-networking.com)
- Please send full test results for every horizontal link to be covered on CD, DVD or USB memory stick. The media that the results are submitted will not be returned.
- Post to: **Excel Warranty Application**  
**Excel House, Junction Six Industrial Park, Electric Avenue, Birmingham B6 7JJ**



## IMPORTANT INFORMATION

- Test results shall only be accepted from approved testers. The current list of approved testers can be seen at <http://www.excel-networking.com/support/25-year-warranty/>
  - The test equipment shall support the standard for which the warranty is being sought.
  - The test results shall be submitted in the tester manufacturer format (e.g. 'flw' FlukeLinkWare). PDF test results are NOT accepted.
  - The test results shall be sorted within the results file by Building, Floor, Communications Room, Cabinet, Panel for easy analysis.
  - Do NOT submit duplicate results.
  - The latest tester software and firmware (as of the date of commencement of testing the whole project or phase) shall be installed.
  - The tester shall be calibrated within 1 year prior to the test date. Calibration, for the purposes of definition of the Excel Warranty, shall mean as follows. The calibration date shall be deemed to be the date stored electronically within the tester and the test results (NB: this can only be carried out by a manufacturer approved calibration facility, refer to tester manufacturer for approved facilities) Where the date within the results is outside of this 1 year period the results will not be accepted. The exception is for a tester purchased new from Mayflex (or another distributor agreed by the Excel Warranty Department prior to the submission, with a copy of the invoice supplied) and the test is carried out within 1 year of invoice date. It is recommended that the Excel Partner understands these conditions prior to the commencement of testing as failure to comply with these conditions will render the application invalid.
  - Full graph data shall be included in the test results (this is set prior to testing).
  - Test equipment that does not store the calibration date electronically, for example basic Optical Light Source and PowerMeter equipment, shall be calibrated annually by a manufacturer approved calibration facility in accordance with the manufacturers recommendations. A list of approved testers and calibration facilities is available at <http://www.excel-networking.com/support/25-year-warranty/>. A copy of the calibration certificate shall be supplied with each warranty submission. If the calibration facility that is used is not listed on the above web page the applicant shall supply written approval for the calibration facility from the device manufacturer. For the purposes of the warranty a "calibration certificate from an unapproved facility" shall mean that the equipment is not calibrated and therefore ineligible for a warranty.
  - The warranty shall be issued against the standard tested. E.g. EN 50173 Class E
- Excel reserves the right to make a site visit and inspect the installation before a warranty is issued.

### Copper (Horizontal 4 pair)

100% testing shall be carried out on:

- Horizontal links (patch panel to outlet) – test as permanent link.
- Horizontal Links with Consolidation Points (CP) – test from Patch Panel to CP.
- Patch Panel to Patch Panel links are to be tested as Permanent Links.
- Switch Links (Patch Panel to RJ45 plug) – test continuity, no need to record the test. Document switch links on the application. Switch links shall be made from Excel patch leads (solid or stranded) and patch panel port. The warranty does not cover installer terminated RJ45 plugs
- Full results must be submitted for each link.
- Results to be submitted in the original tester format (see above).

### Copper (Vertical Cat3/CW Multipair)

Links that are submitted for warranty must include:

- Length
- Continuity report
- Cable construction type and pair data.

### Fibre Optic Link

- Tier 1 certification must be completed and submitted for each fibre link. Each fibre core shall be tested in each direction and the results combined if stored electronically.
- Test equipment that stores the results electronically shall be presented in the manufacturers format.
- Where test equipment tests against a specific standard care shall be taken to ensure that the correct one is selected.
- Details of the construction and core count of the fibre cable are needed.
- Results can be submitted on a manual link loss sheet or files from the tester used.

- Manual report shall include – test equipment make and model, calibration date, date of test, standard being tested against, calculated loss budget, loss A to B, Loss B – A, Pass or Fail.

Tier 1 certification refers to the use of a light source and power meter to perform continuity and loss testing of the installed links. The length of the fibre is also measured.

## Class E<sub>A</sub>/Category 6<sub>A</sub> warranty

An installation must be tested to Category 6<sub>A</sub> performance and 100% link tests must be performed using Level IIIe test equipment as a minimum. Either a permanent link adapter or approved manufacturer's test head must also be used. The approved testers for submission of an Excel Warranty application are available at <http://www.excel-networking.com/support/25-year-warranty/>



### Requirements for Class E<sub>A</sub>/Category 6<sub>A</sub> warranty

- A copy of your Excel training certificate.
- Excel or approved equivalent patch cords must be installed.
- Test to ISO11801 Class E<sub>A</sub> or EN50173 Class E<sub>A</sub>

Successful warranty applications will receive a 25-year certification confirming:

- Compliance with ISO11801 2000 2nd edition.
- Support of current and future Class E<sub>A</sub> protocols.
- Guaranteed backward compatibility.

For a full list of protocols supported by the Excel Category 6<sub>A</sub> warranty, please refer to appendix A.

## Class E/Category 6 warranty

An installation must be tested to Category 6 performance and 100% link tests must be performed using Level III test equipment as a minimum. Either a permanent link adapter or approved manufacturer's test head must also be used. The approved testers for submission of an Excel Warranty application are available at <http://www.excel-networking.com/support/25-year-warranty/>



### Requirements for Class E/Category 6 warranty

- A copy of your Excel training certificate.
- Excel or approved equivalent patch cords must be installed.
- Test to ISO11801 Class E or EN50173 Class E

Successful warranty applications will receive a 25-year certification confirming:

- Compliance with ISO11801 2000 2nd edition.
- Support of current and future Class E protocols.
- Guaranteed backward compatibility.

For a full list of protocols supported by the Excel Category 6 warranty, please refer to appendix B.

## Category 5e warranty

An installation must be tested to Class D/Category 5e performance and 100% link tests must be performed using Level III test equipment as a minimum. Either a permanent link adapter or approved manufacturer's test head must also be used. The approved testers for submission of an Excel Warranty application are available at <http://www.excel-networking.com/support/25-year-warranty/>



- A copy of your Excel training certificate.
- Excel or approved equivalent patch cords must be installed.
- Test to ISO11801 Class D or EN50173 Class D

Successful warranty applications will receive a 25-year certification confirming:

- Compliance with ISO11801 2000 2nd edition.
- Support of current and future Class D protocols.
- Guaranteed backward compatibility.

For a full list of protocols supported by the Excel Category 5e warranty, please refer to appendix C.

## Fibre optic warranty

Tier 1 testing must be completed for each link (in both directions) that requires a warranty. Test results can be submitted either on a fibre link loss sheet or directly from the tester used. The maximum loss allowed can be worked out using the table below.



Class	Optical Fibre Type	Maximum Channel Attenuation dB			
		Multi Mode		Single Mode	
		850nm	1300nm	1310nm	1550nm
OF-300	OM1, OM2, OM3, OM4, OS1, OS2	2.55	1.95	1.8	1.8
OF-500	OM1, OM2, OM3, OM4, OS1, OS2	3.25	2.25	2	2
OF-2000	OM1, OM2, OM3, OM4, OS1, OS2	8.5	4.5	3.5	3.5
OF-5000	OS1, OS2			4	4
OF-10000	OS1, OS2			6	6

(see 'Fibre Table.pdf' in Files section)

## Multipair warranty

Links that are submitted for warranty must include:

- Length
- Continuity report
- Cable construction type and pair data



## Conditions of Warranty

The products, and where appropriate the labour, are covered by the warranty from the point of acceptance by Excel and not before. The warranty covers the products and installation as detailed above. The warranty excludes any form of consequential loss of any kind. The warranty is subject to the Mayflex Group Limited Conditions of Sale. The warranty is in addition to statutory rights. This warranty is governed by and interpreted in accordance with English law and the parties agree to submit to the non-exclusive jurisdiction of the English courts.

## Appendix A

### Excel Protocols List – Category 6<sub>A</sub>/Class E<sub>A</sub> – defined 500 MHz

Data systems supported include, but are not limited to:

Name	Application	Specification
10 Gigabit Ethernet	10GBASE-T	IEEE 802.3an
Gigabit Ethernet, IEEE 802.3ab	CSMA/CD 1000BASE-T b	IEEE 802.3 clause 40
Fast Ethernet IEEE 802.3u	CSMA/CD 100BASE-TX b	IEEE 802.3 clause 25
Ethernet: IEEE 802.3i	CSMA/CD 10BASE-T a	IEEE 802.3
Power over Ethernet Plus	PoE-plus	IEEE 802.3at Type 2
Power over Ethernet	PoE	IEEE 802.3at Type 1
Twisted pair Fibre Channel 1G	Fibre Channel 1Gb/s	INCITS 435
ATM-1200/Category 6	ATM LAN 1,2 Gbit/s	IP/MPLS Forum af-phy-0162.000
ATM-155/Category 5	ATM LAN 155,52 Mbit/s	IP/MPLS Forum af-phy-0015.000
ATM-52/Category 3	ATM LAN 51,84 Mbit/s	IP/MPLS Forum af-phy-0018.000
ATM-25/Category 3	ATM LAN 25,60 Mbit/s	IP/MPLS Forum af-phy-0040.000
Firewire/Category 5	Firewire 100 Mbit/s	IEEE 1394b
High Speed Token Ring	Token Ring 100 Mbit/s	IEEE 802.5t
Token Ring	Token Ring 16 Mbit/s	IEEE 802.5
Token Ring	Token Ring 4 Mbit/s	IEEE 802.5
ISDN Primary Access (Physical Layer)	S <sub>1</sub> /S <sub>2</sub>	ITU-T I.431
ISDN	S <sub>0</sub> Star	EN 50098-1:1998/A1 (ITU-T I.430)
ISDN Basic Access (Physical Layer)	S <sub>0</sub> Point-to-Point	ITU-T I.430
ISDN Basic Access (Physical Layer)	S <sub>0</sub> -Bus (extended)	ITU-T I.430
Voice	X.21	ITU-T X.21
Voice	V.11	ITU-T V.11
Voice	PBX	National Requirements



## Appendix B

### Excel Protocols List – Category 6/Class E – defined 250 MHz

Data systems supported include, but are not limited to:

Name	Application	Specification
Gigabit Ethernet, IEEE 802.3ab	CSMA/CD 1000BASE-T b	IEEE 802.3 clause 40
Fast Ethernet IEEE 802.3u	CSMA/CD 100BASE-TX b	IEEE 802.3 clause 25
Ethernet: IEEE 802.3i	CSMA/CD 10BASE-T a	IEEE 802.3
Power over Ethernet Plus	PoE-plus	IEEE 802.3at Type 2
Power over Ethernet	PoE	IEEE 802.3at Type 1
Twisted pair Fibre Channel 1G	Fibre Channel 1Gb/s	INCITS 435
ATM-1200/Category 6	ATM LAN 1,2 Gbit/s	IP/MPLS Forum af-phy-0162.000
ATM-155/Category 5	ATM LAN 155,52 Mbit/s	IP/MPLS Forum af-phy-0015.000
ATM-52/Category 3	ATM LAN 51,84 Mbit/s	IP/MPLS Forum af-phy-0018.000
ATM-25/Category 3	ATM LAN 25,60 Mbit/s	IP/MPLS Forum af-phy-0040.000
Firewire/Category 5	Firewire 100 Mbit/s	IEEE 1394b
High Speed Token Ring	Token Ring 100 Mbit/s	IEEE 802.5t
Token Ring	Token Ring 16 Mbit/s	IEEE 802.5
Token Ring	Token Ring 4 Mbit/s	IEEE 802.5
ISDN Primary Access (Physical Layer)	S <sub>1</sub> /S <sub>2</sub>	ITU-T I.431
ISDN	S <sub>0</sub> Star	EN 50098-1:1998/A1 (ITU-T I.430)
ISDN Basic Access (Physical Layer)	S <sub>0</sub> Point-to-Point	ITU-T I.430
ISDN Basic Access (Physical Layer)	S <sub>0</sub> -Bus (extended)	ITU-T I.430
Voice	X.21	ITU-T X.21
Voice	V.11	ITU-T V.11
Voice	PBX	National Requirements
Voice	PBX	National Requirements

## Appendix C

### Excel Protocols List – Category 5e/Class D – defined 100 MHz

Data systems supported include, but are not limited to:

Name	Application	Specification
Gigabit Ethernet, IEEE 802.3ab	CSMA/CD 1000BASE-T b	IEEE 802.3 clause 40
Fast Ethernet IEEE 802.3u	CSMA/CD 100BASE-TX b	IEEE 802.3 clause 25
Ethernet: IEEE 802.3i	CSMA/CD 10BASE-T a	IEEE 802.3
Power over Ethernet Plus	PoE-plus	IEEE 802.3at Type 2
Power over Ethernet	PoE	IEEE 802.3at Type 1
Twisted pair Fibre Channel 1G	Fibre Channel 1Gb/s	INCITS 435
ATM-155/Category 5	ATM LAN 155,52 Mbit/s	IP/MPLS Forum af-phy-0015.000
ATM-52/Category 3	ATM LAN 51,84 Mbit/s	IP/MPLS Forum af-phy-0018.000
ATM-25/Category 3	ATM LAN 25,60 Mbit/s	IP/MPLS Forum af-phy-0040.000
Firewire/Category 5	Firewire 100 Mbit/s	IEEE 1394b
High Speed Token Ring	Token Ring 100 Mbit/s	IEEE 802.5t
Token Ring	Token Ring 16 Mbit/s	IEEE 802.5
Token Ring	Token Ring 4 Mbit/s	IEEE 802.5
ISDN Primary Access (Physical Layer)	S <sub>1</sub> /S <sub>2</sub>	ITU-T I.431
ISDN	S <sub>0</sub> Star	EN 50098-1:1998/A1 (ITU-T I.430)
ISDN Basic Access (Physical Layer)	S <sub>0</sub> Point-to-Point	ITU-T I.430
ISDN Basic Access (Physical Layer)	S <sub>0</sub> -Bus (extended)	ITU-T I.430
Voice	X.21	ITU-T X.21
Voice	V.11	ITU-T V.11
Voice	PBX	National Requirements
Voice	PBX	National Requirements
Voice	PBX	National Requirements



#### European Headquarters

Excel House  
Junction Six Industrial Park  
Electric Avenue  
Birmingham B6 7JJ  
England

**T:** +44 (0)121 326 7557

**F:** +44 (0)121 327 1537

**E:** [sales@excel-networking.com](mailto:sales@excel-networking.com)

#### Middle East & Africa Headquarters

PO Box 293695  
Office 832, Building 6WB  
Dubai Airport Free Zone  
Dubai  
UAE

**T:** +971 4 7017987

**F:** +971 4 7017989

**E:** [salesme@excel-networking.com](mailto:salesme@excel-networking.com)

#### Asia Pacific Headquarters

29th Floor  
Wing On Centre  
111 Connaught Road Central  
Hong Kong

**T:** +852 3065 7006

**F:** +852 3065 7004

**E:** [salesfe@excel-networking.com](mailto:salesfe@excel-networking.com)



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Certificate No. EMS 542863

