WARRANTY INFORMATION

FIBER OPTIC ASSEMBLIES — TRUNKS, JUMPERS AND CASSETTES

Hexatronic Data Center provides a twenty-five (25) year warranty on the quality and workmanship of all its fiber optic assemblies.

COPPER ASSEMBLIES – BUNDLES, JUMPERS AND PATCH PANELS

Hexatronic Data Center provides a twenty-five (25) year warranty on the quality and workmanship of all our installed complete solution provided copper products.

Hexatronic Data Center provides a one (1) year Standard Limited Product Warranty on any copper bundles, jumpers or patch panel products sold without installation by HDCUS.

WARRANTY TERMS AND CONDITIONS

Warranty applies to all installations performed by HDCUS Technicians, HDCUS certified contractors, and/or the End Users qualified personnel/contractors. This Warranty does not apply to Non-Certified Installations. Non-certified installations are defined as installations not performed in accordance with the manufacturer's specifications and the requirements of TIA/EIA-568 and TIA/EIA TSB-67. In order for this warranty to be valid on fiber optic assemblies, the product must be inspected and tested by the contractor/installer to identify damage during shipping, quality problems, workmanship issues, or continuity defects prior to the products being installed.

HDCUS retains the right to refuse any warranty claims if questionable installation practices have been identified by the contractor/installer. HDCUS is not responsible for improper care. HDCUS retains the right to refuse warranty claims if questionable fiber and/or copper management practices are identified. Once the end user has accepted the initial installation as complete, the responsibility for proper care belongs to the end user.

QUALITY	Defined as the quality of the components used by Hexatronic Data Center US in the manufacturing process. All components will be functional and meet the industry standards.
WORKMANSHIP	Defined as the procedures and processes used by Hexatronic Data Center US to assemble components into finished goods.
INSTALLATION	Physical installation of fiber optic cabling and associated fiber optic infrastructure such as: patch panels, cabinets, etc.
REPLACEMENT OF MATERIALS	Hexatronic Data Center US tests and documents all materials to meet stringent operating specifications prior to shipping for delivery or installation to customer sites. Any materials deemed defective or inoperable, per warranty terms above, will be replaced no later than five (5) business days from notification and testing of such materials.

Hexatronic Data Center designs, manufactures and installs unique products and solutions specifically developed for the physical layer of connectivity for all enterprise data center environments. HDCUS solutions address our customers' specific needs while incorporating our expert understanding of enterprise protocols, equipment, connectivity and next-generation standards, and technology preparedness with the management and documentation necessary to future-proof these increasingly complex environments. Many of the world's largest financial, telecommunications and retail organizations partner with HDCUS to build, manage and evolve their mission-critical data centers.

HDCUS is registered as an ISO 9001:2015 Standard Company, ensuring that our business operations conform to internationally accepted quality standards for production, installation and support.

(877) 814-2252 | 1881 Valley View Lane, Dallas, Texas 75234 | **Support@Hexatronicdc.com**

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